**Customer Services – Privacy Notice**

**The reasons why we process your data:**

* Resolving customer enquiries
* Referring enquiries to relevant service teams to resolve
* General enquiries
* Visitors to Council buildings
* Responding to service requests
* Taking the details of request to access information, services or to signpost
* Staff training and quality monitoring
* Implementing service improvement following customer feedback
* Responding to, and/ or resolving complaints

**How we collect your data:**

* Emails
* Telephone Calls
* Online
* Letters
* In person
* Voice customer satisfaction survey following phone call
* We may also collect your information from a third party (a chosen representative acting on your behalf)

**The lawful basis for processing your data:**

* Public task

**The type of personal data we process:**

* Name
* Address
* Email Address
* Telephone Number
* Financial information
* Payment information
* Date of birth
* Incident details
* General identifiers (e.g. council tax account number)

**Special (Sensitive) category data** **– may be volunteered but not requested:**

* Health data
* Medical information
* Family/ lifestyle/ social circumstance

**Lawful Basis for Processing Special Categories of Personal Data:**

Reasons of substantial public interest (with a basis in law)

**Processing of personal data relating to criminal convictions and offences:**

Non-applicable

**Sharing your data:**

* Other internal council service teams for the purpose of processing your query
* Unit4 ERP financial system
* Rostrvm (data storage relating to call recordings)
* Capita (data processor)

**Automated decision making:**

Non-Applicable

**How long we keep your data:**

3 years for emails and customer relationship management (CRM) data

6 months for call recordings

1 month for information passed to other council service teams by email during or following a visit to reception

Data passed to other council service teams departments will be held dependent on the specific service request in line with the relevant service team’s retention periods