

Customer Services

Privacy statement

Customer Services processes personal data to carry out its functions and services. This privacy statement explains some important information about how we use your personal information. The Council also has a general privacy statement.

Using your personal information

What information do we collect?

We collect personal information when needed from individuals to provide our services. Main purposes include:

- Providing a first point of contact for customers by telephone, face to face, email and webchat (an online enquiry service).
- Giving advice and assistance to customers on a range of council services from routine refuse and recycling enquiries to more detailed enquiries concerning housing benefit applications.
- Signposting customers to other organisations and partners who may be able to provide more tailored support.
- Making referrals on behalf of customers to partners that we have arrangements with.
- Taking payments over the telephone and online. We also have a payment kiosk in our Contact Centres for customers to use.
- Receiving customer requests via the online reporting tool – SELF.
- Recording telephone calls for training purposes.
- Monitoring reception areas for health and safety, and crime prevention purposes (CCTV in operation at Bolsover Contact Centre).
- Providing digital assistance on behalf of Department of Work and Pensions (DWP) to help customers make a claim for Universal Credit

We may also collect information when you complete customer surveys, provide feedback and participate in competitions.

The personal information collected will vary according to the service being requested or used. The list below covers the main types of personal information we collect:

- Name
- Address
- Contact details
- Date of birth – e.g. for concessionary travel, housing benefit applications

- Whether an individual is disabled - needed for some service requests e.g. concessionary travel, housing benefit applications, assisted bin collections
- Financial information – e.g. for housing benefit/council tax applications
- Payment details
- Statistical data e.g. age, gender, disability
- IP address where you are contacting us via webchat
- Images through CCTV recordings
- Voice recordings from telephone call recordings

We endeavour to collect only the personal information that we need for the purpose it has been provided for.

How will we use the information?

We use the information to provide our services to individuals. Very often at the time of providing the information it will be obvious to you how we intend to use the information e.g. to deliver a service that you have requested or to make a payment.

We will make information available to you about how we will use your personal information. This privacy statement is one important way of providing this information. Other ways include:

- Orally – face to face or when you speak to someone on the telephone
- In writing – on forms that Customer Services use on behalf of Council departments such as benefit applications, concessionary travel applications, housing applications, and printed media e.g. council newspaper, leaflets
- Through signage – an information poster in our Contact Centres, notices regarding CCTV
- Electronically – in emails, through webchat and our online reporting tool, through messages on our telephony system

When we collect sensitive and/or important information from you we will actively tell you about how it will be used at the point of collection.

Your information will be used by Customer Services and relevant service teams needed to provide the service that you have requested. It will not be used for any other purpose unless we have agreed this with you. The only exception to this would be if we were required by law to provide your personal data.

If not providing your personal information to us has possible consequences then we will tell you this for example, not being able to process a service request.

Legal basis for processing

The law requires us to have a lawful basis for processing personal data.

As a public authority most of the personal data processing that we do will be necessary to perform a task carried out in the public interest, to exercise our statutory duties. This is known as **public task** under the General Data Protection Regulation (GDPR). Examples

include to register an individual for council tax purposes, to assess an individual's eligibility for housing benefit, to process an individual's right to vote. Some of the processing undertaken by Customer Services will be covered by this basis.

Very often customers contact us to request a service. As such Customer Services will predominately use **consent** as its legal basis for processing personal data.

Consent

You have given clear consent for us to process your personal data for a specific purpose e.g. to provide a service or process an enquiry. Usually this will be for a one-off purpose.

When relying on consent we will:

- Be clear about this i.e. explain why we need the personal information
- Ask you to positively opt-in e.g. in writing or through affirmative action verbally
- Give you sufficient information to make an informed choice (where applicable)
- Advise you of your right to withdraw your consent at any time and how to do this (where applicable)

In other cases, we have a **legitimate interest** in processing personal data, for example, the use of CCTV for health and safety, and crime prevention purposes. Also the use of telephone call recording for training purposes.

Where we rely on **legitimate interests** as a basis for processing data, we have to consider whether or not those interests are overridden by the rights and freedoms of individuals.

Who receives my personal information?

Your personal information will only be shared with those council departments/service teams who need the information to provide the service that you have requested.

Your personal information may also be shared with relevant third party public sector organisations, for example Derbyshire County Council. Very often customers contact the district council about services which the county council is responsible for, for example highways, street lighting, blue badges. As such we would pass your request on after advising you of this.

Your personal information may also be shared with other third party organisations which may be able to assist you, for example local credit union, foodbank contact. This referral would only be done with your consent.

The law only allows us to use your personal information for the purpose it was given. If we would like to use your personal information for another purpose then we would need to notify you of this and seek your consent. The only exception to this is disclosures required by law where an exemption exists under data protection regulation.

Transferring your personal data

Personal data which the council processes itself is held on UK servers. When using an external provider for processing e.g. storing customer records, it is our policy to use companies which have UK or EU based servers to receive the safeguards contained within UK data protection law and reciprocated across the European Union.

How do we protect data?

The Council takes the security of your data seriously. The Council has internal policies and controls in place to safeguard personal data. This includes access restrictions to systems containing personal information, employee training and awareness, ICT security controls and protocols, confidential waste collection and destruction, and documentation including personal data audits and, guidance.

Where we engage third parties to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

How long do we keep your personal information?

This depends on the type of record we hold, for example Customer Information System record retention periods are determined by business or legal needs. It is our policy not to hold records any longer than necessary whilst complying with any legal requirements and providing sound business records.

Record	Used for	Retention period
Customer Information System	Processing customer service requests/enquiries	Automatically deleted after 3 years. Option to manually delete customer records if requested
Web chats	Assisting customers navigate the website	Deleted after 2 years
Call recordings	Monitoring and training purposes	Deleted after 1 year
E-mails (enquiries@bolsover.gov.uk)	Responding to customer service requests/enquiries	Automatically deleted after 2 years
CCTV footage (Bolsover Contact Centre)	Monitoring reception area for health and safety, and crime prevention purposes	Automatically over writes after 30 days

The Council has a retention schedule which contains its main record types and the length of time the record type will be kept. If you would like further information on this then please email FOI@bolsover.gov.uk.

Access to your information and other individual rights

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please email FOI@bolsover.gov.uk write to us at the following address.

Bolsover District Council
The Arc, High Street
Clowne
Derbyshire, S43 4JY

There is also information on our website – search '[data protection](#)'.

You also have other rights under data protection regulation which include rights to rectification, erasure, to restrict processing, data portability, to object, and to prevent automated decision making. Some of these rights are affected by the legal basis for processing which the Council is using, for example the rights to erasure and portability do not apply when processing your personal data for official public functions. More information of your rights is available on our website.

To exercise your rights please use the contacts details noted in the first instance.

How to contact us

Please contact us if you have any question about this privacy statement or information we hold on you:

- By email – FOI@bolsover.gov.uk
- Or write to us at: Bolsover District Council, The Arc, High Street, Clowne, Derbyshire, S43 4JY

The Council's Data Protection Officer is Kath Drury, email kath.drury@bolsover.gov.uk or telephone 01246 242280.

You also have a right to make a complaint to the Information Commissioner's Office about concerns you may have about your personal data.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
www.ico.org.uk

You may wish to raise any complaint or concern with us first by contacting the Council's Data Protection Officer or using the Council's [complaint](#) system.