

Customer Service Centre - Privacy Notice

Data Controller

Inverclyde Council will act as the 'Data Controller' in regard to the personal data you provide to us. The 'Data Controller' is based at Inverclyde Council, Information Governance, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

Data Protection Officer

The Council's Data Protection Officer is Vicky Pollock. The Information Governance team can be contacted regarding data protection matters at dataprotection@inverclyde.gov.uk and by telephone on 01475 712498.

What information do we need?

Unless specifically agreed with you, we will only collect personal data about you which does not include any special categories of personal information about you. The information will however include details such as:

- Name;
- Addresses;
- Telephone Number,;
- Email Address;
- Bank Account Details,
- National Insurance number;
- Copies of correspondence between you and our Service;
- Details of service requests;
- Complaints and responses;
- Council Tax reference number;
- Benefit Claim reference;
- Tenancy & Household information.

Why we need this information?

Your personal information will be used to:

- Record your details and record enquiries and or complaints for specific service areas;
- To view existing cases that you have raised where you are looking for an update;
- To quality assess a call which you made to Customer Services Centre to ensure customer service standards being met and for training purposes.
- Provide the service requested, Services may ask you to provide information or clarify the advice/information given at time of making the request to ensure they deal your request and assist with further enquiries.

The Council need to know this personal data in order to provide you with the services that you have requested we provide and to establish the Council's rights in relation to those services, as detailed in the agreement the Council have with you. If you do not provide this information then

the Council will be unable to provide those services to you. The Council will not collect any personal data from you that isn't needed for delivery of those services.

Legal basis for using information

The Council provide these services to you as part of our statutory function as your local authority. You can find more details of our role on the Council's website www.inverclyde.gov.uk Processing your personal information is necessary for (i) the performance of a task carried out in the public interest by the Council; and (ii) compliance with our legal obligations. Where you provide the Council with more sensitive personal information about you we will process this information for reasons of substantial public interest as set out in the Data Protection Act 2018.

What we will do with your information?

All of the information we collect from you will be processed by staff in the United Kingdom.

No third parties will access your personal data unless there is a legal obligation for us to do so.

Your information shall be used by the following within Inverclyde Council Services only.

The Council is legally obliged to safeguard public funds so the Council is required to verify and check your details internally for fraud prevention. The Council may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. The Council is also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this.

The Council will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. The Council analyse your information internally to help us improve Council services. This data sharing is in our full [privacy notice](#) on the Council website. It also forms part of the Council requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

In general the Council does not transfer personal data outside either the UK or the European Union and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EU when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website at <https://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information> or you can request a hard copy from the contact address previously stated above.

Your Rights

When you provide information to the Council, you will have the following rights:

- To withdraw consent at any time, where the legal basis specified above is consent
- To request access to your personal data

- To object, where the Legal Basis specified above is: i) public task or ii) legitimate interests
- To data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- To request rectification or erasure of your personal data, as so far as the legislation permits
- To restrict processing in certain circumstances, for example if the information is not accurate.

Complaints

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at dataprotection@inverclyde.gov.uk or by telephone on 01475 712498.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns> although you should raise the issue with the Council's Data Protection Officer first.

Automated Decision Making

Not applicable.

More information:

For more details on how the Council processes your personal information visit www.inverclyde.gov.uk/privacy

If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.