

## **Customer Services Privacy Notice**

### How to contact us

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.

The Council's Data Protection Officer is Andrew Greer who can be contacted at [dataprotection@inverclyde.gov.uk](mailto: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 your 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 for Used to record customers details and log enquiries/complaints for specific service areas. Used to view existing cases for customers. Quality assess call taken and then used for training purposes. Services may ask for information/clarity on the advice/information given/received during a call in order to deal with further customer 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 our 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](http://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 Council Departments and/or External Organisations:**

### **Inverclyde Council**

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

In addition, if you are unhappy with the way the Council have processed your personal data you have the right to complain to the UK Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, 08456 30 60 60, Email: [www.ico.gov.uk](http://www.ico.gov.uk) but you should raise the issue with the Council's Data Protection Officer first.