

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data when you contact West Berkshire Council's Customer Service team to make sure we can either respond to your query or pass it on accurately to the service that is best placed to reply.

Date of Issue: 22 May 2018

Update History:

Version 1	First issue of a new Privacy Notice
Version 2	12 July 2018 - Added extra detail about types of data collected

Directorate: Resources  
Service: Customer Services and ICT  
Team: Contact Centre

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

**James Gore AMBCS BA**

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

## **What data will we collect about you?**

West Berkshire Council provides a contact centre for customer enquiries. These enquiries could relate to any part of the services that the council provides or about the council itself. Some queries can be answered straight away; some need to be referred to a service internal to the council.

When you contact the council through the Contact Centre, we will ask you for:

- Your name
- Your address
- Contact details such as a telephone number or email address

When a call concerns a child, the Contact Centre may collect additional information such as:

- the school they attend
- your relationship to the child

If your call relates to Adult Social Care, we may also need to collect data connected to the inquiry, for instance the name of your GP surgery.

In other situations, the data we ask for may vary depending on the nature of the call. We will only ask for data that we need in order to either answer your query or direct your call to the right service within the Council.

## **What will we use your data for?**

When you contact us, we only use this data to either respond directly to your enquiry or to pass the details of the issue onto the service in question.

We collect your name and details to make sure the council can contact you again with an answer and also to log the details of the contact in case you need to get in touch with us again about it.

We also use the data to support internal training and development of the team; for instance, authorised managers might “listen in” on a call recording to help identify ways we could improve the way we deal with customer queries.

## **Who will see your data?**

Data you give us is only used by authorised staff within the council to answer your query or request. When your query is passed onto a service in the council, they may need to share your data with third party suppliers to ensure that your query is addressed. The third parties that the data is shared with will depend on the service that is in question. As an example, a complaint about a pothole would be passed onto the Transport and Countryside team. They may in turn need to pass details you have given to the contractors responsible for fixing the road.

If your query relates to a school, we may need to share that data with them.

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The only other times we might need to share your data is where there is a legal requirement to do so (for instance where we have a request from the police where they demonstrate that obtaining the data will help them to prevent or detect a crime).

### **Why are we doing this?**

We need to provide a way for customers to contact the council to ask us to provide a service (which could include making a complaint or a comment) or to provide information. As a Public Authority, the council processes your data in the public interest to make sure that it is an accountable and accessible provider of services to the community. Running an efficient and responsive council helps to protect public money.

The council is also required by law under the Local Government Act 1972 to provide means to access information about the services it provides. The contact centre is established as one way for customers to do this, along with the council website [www.westberks.gov.uk](http://www.westberks.gov.uk).

You have certain rights when it comes to the data we hold. There's more on your rights below (see "Your Rights").

### **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention) ).

### **How is your data stored and processed?**

Your data will be held on a database designed to manage customer enquiries and will be protected using up-to-date technical and organisational security measures.

### **Transfer overseas**

Your data will not be stored or sent outside of the UK.

### **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

### **Complaints**

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/> ), but you can also do so in writing to:

The Information Commissioner's Office

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Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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