

# Privacy Statement

## Customer Service

### What data we collect

Brentwood Borough Council is committed to ensuring that your privacy is protected when you provide information to us. This notice explains how Customer Service uses personal information.

### How we collect information

The Customer Service team collects personal information by telephone, letter, email, face to face and online.

Call recording and monitoring -Customer Service may record or monitor your call. Where calls are recorded or monitored, this will be made clear to you via an automated message at the start of your call.

### What we use personal information for

- For the purpose for which you provided the information i.e. processing information for a Housing Application you have or to collect your missed waste.
- To allow the Council to provide services appropriate to your needs i.e. offer additional help that is available to you.
- For customer insight – to allow us to identify service trends or patterns. This insight assists service and financial planning and enables us to review and improve the services we provide.
- To process payment transactions for the Council, if required by you i.e. facilitate a payment for Council Tax.
- To allow us to verify your identify when seeking services from the Council.
- To update your customer records.
- Where necessary, for law enforcement functions i.e. Planning enforcement.
- Where necessary, to protect individuals from harm or injury.
- Where the processing is necessary for the prevention or detection of crime.
- Where otherwise permitted under GDPR.

### What we do with information provided to us

Information provided to the Customer Service team will generally be passed on to the relevant service or Officer that requires the information i.e. if the information pertains to your Benefit claim, it will be passed to the Council's Revenues and Benefits service to process.

### Who we share information with

Information collected by Customer Service is routinely shared with other Council services in the best interest of providing you with the services you require. Where appropriate, information may also be shared with partner organisations who provide services on our behalf i.e. Housing repair contractors or other Local Authorities. Information may also be shared with other third parties where we are required to do so i.e. the Local Government Ombudsman, Police etc.

### When we will contact you

We may contact you in response to an enquiry you have made with us, or to assist us to provide the service you require from us. We may also, occasionally, contact you for feedback on our services to inform us on our performance and customer satisfaction.

### **How long we keep it**

We will only keep your information for as long as necessary. The retention period is either dictated by law or detailed in our Document Retention Policy which can be found on our website. Once your data is no longer needed it will be securely and confidentially destroyed.

### **Your Rights**

- The right to be informed – this relates to how we use your personal data
- The right of access - You can ask for access to the information we hold on you
- The right to rectification - You can ask to change information you think is inaccurate
- The right to erasure - You can ask to delete information (right to be forgotten) in certain circumstances
- The right to restrict processing - You can ask to limit what we use your personal data for
- The right to data portability - You can ask to have your information moved to another provider
- The right to object – You can object to the processing of your personal data in certain circumstances
- You also have rights in relation to automated decision making and profiling

You can find more information here:

<http://www.brentwood.gov.uk/index.php?cid=2879>

<https://ico.org.uk/>