

# Privacy Notice – Customer Services

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data, and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

This notice relates to the personal data collected when you make contact with the Council, either through its Customer Service Team or coming into the Council buildings and speaking with one of our receptionists/advisors. We will use this information to respond to your enquiry, provide support, advice and deliver services to customers at first point of contact.

This notice applies to potential, current and former customers of the service and those we have contacted but have opted not to partake in the service. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

As Customer Services handle a wide variety of enquiries, they may be dealing with a request that would fall under one of our other privacy notices, for example Council Tax or Waste and Recycling Services, which set out the legislation that is applicable to that service.

Date of Issue: 22 May 2018

Update History:

<i>Version1</i>	First issue of a new Privacy Notice
Version2	2 July 2018 - Added extra detail about types of data collected
13 April 2022	Minor amendment to contact details of the Data Protection Officer
02 July 2024	Amendments service name, team name and to some wording and inclusion of call recording.

Directorate: Resources

Service: Customer Engagement and Transformation

Team: Customer Services

## About the Organisation

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

Contact Address:

West Berkshire District Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

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

## The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:  
[www.westberks.gov.uk/dpofficer](http://www.westberks.gov.uk/dpofficer)

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## **THE PERSONAL DATA WE HOLD ABOUT YOU**

Customer Services collects and processes a range of information about you, usually on behalf of other service areas in the Council. The information is provided to enable the Council to carry out its duty and functions, provide you with a service, and continue to make service improvements.

When you contact the Council through Customer Services, we will ask you for:

- Your name
- Your address
- Contact details such as a telephone number or email address
- Date of Birth
- Details relating to your enquiry, which may include, where relevant, financial information or information about other family members
- Depending on the nature of your query, and if you choose to supply it, we may on occasion collect special category data, including but not limited to health information.

When a call concerns a child, Customer Services 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 enquiry, 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 to either answer your query or direct your call to the right service within the Council.

## **SOURCE OF YOUR PERSONAL DATA**

Information is collected from you as the service user via online web forms, hard copy documents, e-mail, social media, web-chat, by telephone or through face-to-face discussion. This information will be collected from either you directly as the data subject, or from a representative acting on your behalf, e.g. a parent providing details for a child to be signed up to the service.

Calls to Customer Services are recorded. These recordings are used for training and monitoring purposes to improve the services we offer. It is important to note that if your call is transferred to another team within the Council, the recording is stopped at that point.

## **PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA**

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

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We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

Why we use your information	Our legal basis for using your information
<p>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.</p> <p>The Council is also required by law under the Local Government Act 1972 to provide means to access information about the services it provides. Customer Services is established as one way for customers to do this, along with the council website <a href="http://www.westberks.gov.uk">www.westberks.gov.uk</a>. You have certain rights when it comes to the data we hold. There's more on your rights below (see "Your Rights").</p> <p>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. All information provided is used by West Berkshire Council for the purposes of providing you with a service.</p> <p>We collect your name and details to make sure the Council can contact you again with an answer and to log the details of the contact in case you need to get in touch with us again about it.</p> <p>We also use the data to support internal training and development of the team. This will also include the recording of calls into Customer Services. These recordings will only be accessible by authorised managers who might "listen in" to help identify ways we could improve the way we deal with customer queries.</p>	<p><b>Public Task:</b> Article 6(1)(e) of the UK GDPR namely the processing is necessary for the performance of a task carried out in the public interest.</p> <p>Where your request/enquiry is aimed at a specific Service within the Council, your data will be held in accordance with that Service's Privacy Notice.</p> <p>The legal basis for call recording is:</p> <p><b>Legitimate Interest:</b> Article 6(1)(f) of the UK GDPR – processing is necessary for the Council's legitimate interests. Calls are recorded for training and monitoring purposes.</p>

## SHARING YOUR PERSONAL 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 in question. As an example, details about a pothole would be passed onto the Highways Maintenance 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.

Please refer to the relevant Service's privacy notice for further information.

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).

## **RETAINING YOUR PERSONAL DATA**

Your data is stored securely on our systems and accessed only by authorised officers of West Berkshire Council by using their own Username and Password all created in-line with pre-defined user credentials.

Personal data is also held in electronic files on the Council's secure network drives. These are only accessible through personal logon credentials and access privileges to specific drives.

Call recordings will be held securely on the Council's systems for 30 days and deleted on day 31 with the exception of calls which form part of a complaint or systems access request and with therefore be stored until a resolution is reached. If a complaint is not made within the 30-day period, it is likely the calls will have been deleted and will not be retrievable. This will be in line with our Data Protection Impact Assessment.

Your personal data will not be kept longer than necessary.

You can check how long the Council will keep each type of data against our retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention)).

## **YOUR RIGHTS**

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
  - **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
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- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

## HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

## INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK or by an international organisation.

## COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

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## **CHANGES TO THIS PRIVACY NOTICE**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

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