

PRIVACY NOTICE FOR CUSTOMER SERVICES

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

Your Information

This Privacy Information relates to the personal information we have collected from your recent contact with our Customer Services team via our One Stop Shop or Corporate Contact Centre (face to face, telephone, email or text) in relation to one of the services we provide:

The information collected about you includes/may include data that falls into the category of 'special data' in-line with the Data Protection Act 2018. This includes data about your:

- Health
- Religion or ethnic origin
- Criminal record
- Sexual orientation
- Political opinions or trade union membership

The majority of the public services we provide result from legislation set nationally. In such cases, if you access a council service then the law that requires us to provide that service will be our legal basis for collecting, using your personal data and complying with the UK Data Protection laws, as we cannot provide you with the service without it. For everything else we rely on your consent.

How we'll use your information

We'll use your information to provide the service you have requested whilst complying with the established lawful conditions.

Use of personal data for service improvement

In addition to using your personal data for the specific purposes for which it was originally collected, South Gloucestershire Council may also use your information to help improve our services and how we engage with residents. This may include contacting you to invite you to take part in surveys, research or engagement activities related to the services you have received or interacted with.

These activities help us better understand your needs and experiences, enabling us to improve our policies, services and communications across the council.

The lawful basis for this processing is Article 6(1)(e) of the UK General Data Protection Regulation (UK GDPR), that the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the council.

Participation in any survey or feedback activity is entirely voluntary and you can opt-out of receiving such communications at any time.

Who we can share your information with

In order to provide the service you required we will share your information with the following:

- Other departments and teams within the council
- Third parties contracted by the council to deliver services on our behalf

We may also share your information with others outside of the Council e.g. regulators and other public organisations for the detection and prevention of crime.

We may also use your personal information if it is in your vital interests, where your life is or could be in danger. This will not happen very often, if at all, but it will help to identify and assist individuals whose vital interests are threatened, and /or who need additional support during emergencies or major incidents, for example emergency evacuation or lock-down.

How long we'll keep your information

We'll keep your information for as long as you have a relationship with us. We will only hold your personal information for as long as necessary for business purposes or if we are required to keep it by law. There's often a legal reason for keeping your personal information for a set period of time, we try to include all of these in our retention schedules which can be found here:

<https://www.southglos.gov.uk/council-and-democracy/data-protection-and-freedomof-information/record-retention-schedules/>

We may retain anonymised information about the service we provided to help us improve our services in the future.

Transferring your information overseas

Your information is not transferred and stored in countries outside the UK or the European Economic Area (EEA) for the provision of this service.

Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it. If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.