

Privacy Notice – Customer Services

Your personal information - what we need and why?

Daventry District Council collects and stores your personal information when you make contact with the Council using any of the following:

- Telephone
- Face to face
- Online forms
- Email enquiries

We may collect and use the following information:

- Your name and contact information (including e-mail address) and any other contact details you provide
- Records of any correspondence when you contact us
- Relevant information to enable us to deal with your enquiry

How will we use the information we hold about you?

The information you provide will be used to:

- Respond to any service request, feedback, comment or complaint
- Allow access to our services and carry out transactions
- Provide you with information regarding our services
- Signpost you to the relevant organisations if we are unable to assist you directly

We will not try to sell you anything and you will not receive unsolicited telephone calls or mail from us or any third parties as a result of personal data being provided to us.

What is the basis for us to process your data?

As a local authority the Council has a legal duty to carry out many of its functions or is obliged to carry out tasks which are in the interest of the general public. Some services require you to enter into a contract with us. This means it is necessary for us to collect and process your personal information.

If we require your consent to process your personal information, we will advise you beforehand. In these circumstances you will have the choice whether or not to provide your personal information and also you have the choice to withdraw your consent at any time.

www.daventrydc.gov.uk

T: 01327 871100

E: comments@daventrydc.gov.uk



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Who we will share your information with

Your information will only be used for the purpose/s it was originally provided for and shared with the relevant members of staff. It will only be shared with other teams within the Council or partner agencies where the law allows or requires it, or to improve the service you receive.

We may pass on your personal information to law enforcement bodies such as the Police, government authorities and other organisations for the prevention and detection of crime or fraud.

We will never sell or pass on your personal information for marketing purposes.

How long does the Council keep your data?

We will only keep your information for the minimum period necessary and for as long as it is required by us in order to comply with legal and regulatory requirements. In most cases this will be a minimum of seven years.

What are your rights?

If at any point you believe the information we hold is incorrect you may request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

Our Data Protection Officer is Gillian Kennedy and you can contact her by email dataprotection@daventrydc.gov.uk

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO) www.ico.org.uk.

All information you provide is held in accordance with our Information Charter and in line with the UK Data Protection law and the General Data Protection Regulation.

Our Information Charter can be viewed online here www.daventrydc.gov.uk/informationcharter.

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