

## **Customer Service Enquiries and Feedback Privacy Notice**

### **Introduction**

This privacy notice explains how the Council will gather your data in order to process your enquiry and keep you informed of any progress being made. It may also be used to make contact with you for feedback.

Contact would be made to gather your feedback and to ask for any recommendations you may have on how to make improvements to the overall customer experience and to obtain any appropriate process or services.

Calls to our Customer Service Centre are recorded. We record calls to ensure quality of service, to monitor performance of service advisors, and to support complaint investigations.

### **Who will be using your data?**

Nottinghamshire County Council will be the data controller for the data you provide to us. We may also contract third party organisations to process your data on our behalf.

### **What personal data do we use?**

- Name
- Contact Details (email, telephone number)
- Address (when relevant to your enquiry or feedback)
- Date of Birth (when contacting us regarding Children's services)
- Financial data (when you are making a payment to the County Council)
- Call recordings

You are able to provide additional personal data to us as part of your enquiry or feedback where this is relevant.

Where provided as part of your enquiry or feedback, we will also process data about criminal convictions, criminal offences or related security measures.

### **What types of special category personal data do we need from you?**

- None

Special category data is not required when you contact us, however, you are able to provide this to us as part of your enquiry or feedback where this is relevant.

### **Why do we use your data?**

- To improve processes and service delivery
- For future planning, procurement and make improvements

## **What legal reasons allow us to use your data in this way?**

Our legal basis for using your personal data is that it is necessary to perform our public tasks as a local authority.

Where you provide additional personal data or special category data, our legal basis for processing will be substantial public interest, or for health or social care purposes.

Where you provide criminal allegations, convictions or offences data, our legal basis for processing is the appropriate equivalent conditions in Schedule 1 of the Data Protection Act 2018, namely statutory purposes, legal claims and judicial acts.

## **Who may we share your data with or receive it from?**

- Your data will be shared with other departments and services within the Authority
- Your feedback (but not your personal data) would be shared with other departments within the Authority and any partner stakeholders which any feedback or recommendations would impact (e.g. Health, Police, Fire services).

We use live chat software on our website, this is provided by Click4Assistance, a 3rd party UK based software company. Information regarding how the data is processed and stored can be viewed [here](#).

## **May personal data be transferred overseas?**

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

## **How long is your data kept for?**

This information is held in accordance with the Council's retention schedule – see [here](#).

## **What will happen if you do not provide or we cannot obtain the data needed?**

- If we cannot use your data, we would not be able to contact you to update you about your comments and the progress of your enquiries.
- We would also not be able to ensure that any recommendations you may have or any feedback you'd like to provide is obtained and therefore considered when thinking about improvement decisions for the Authority.

## **Does the service make decisions using fully automated processes?**

No.

## **What rights do you have over this use of your data?**

- To be informed about how we use your data
- To access a copy of your data that we process

- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it the legal reason why we use your data).

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

**Contact the Data Protection Officer:**

If you have any concerns about how the Council is using your data, you can contact the Council's Data Protection Officer by writing to:

[DPO@nottscc.gov.uk](mailto:DPO@nottscc.gov.uk)

Or

Data Protection Officer  
Nottinghamshire County Council  
County Hall  
West Bridgford  
Nottingham  
NG2 7QP

Please see the County Council's privacy statement for further information:  
<http://www.nottinghamshire.gov.uk/global-content/privacy>

**Contact details of the Information Commissioner's Office:**

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached, you have the right to complain to the Information Commissioner's Office at:

[www.ico.org.uk](http://www.ico.org.uk)

Or

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

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