

Privacy Notice – Customer Engagement and Customer Feedback

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our revised privacy notice, we have addressed the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Who we are

North Kesteven District Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under Z5680267. This means we will process and hold your personal data when you contact the Council and following receipt of your feedback.

What information do we collect

We may collect and process the following personal information:

- Your name and contact details (which may include your postal address, email address and telephone number)
- Reason for contacting the Council
- Recordings of your telephone calls to us, as calls to our contact centre are recorded for training and monitoring purposes, so we can ensure we are delivering a good service
- Visual images
- Sound recordings
- We may also process additional information relating to your complaint, such as, information regarding your financial circumstances, and information which may contain special category (sensitive) personal data, for example, health information, if this is relevant to your feedback. If you choose not to supply your name and contact details, it may not be possible to investigate or respond to your query and/or feedback.

However, if you are making a payment over the telephone call, recording will stop when you provide your payment card details.

As the personal information collected is provided directly by you, under the GDPR, the lawful bases we rely on for processing your personal information are:

- GDPR Article 6(1)(a) – You gave us your consent (contact details and reason for contacting the Council). However, you are able to remove your consent at any time. You can do this by contacting dataprotection@n-kesteven.gov.uk
- GDPR Article 6(1)(e) – Performance of a task in the public interest (we are collecting personal information to provide a service and/or investigate customer feedback).

When we collect special category data, we also rely on the following lawful basis:

- GDPR Article 9(2)(a) – You have provided us with your explicit consent (information in relation to special category data, for example, health information, if this is relevant to your feedback). However, you are able to remove your consent at any time. You can do this by contacting dataprotection@n-kesteven.gov.uk

Why we collect your data

We collect your personal data to deliver our services, to provide access to our services, provide you with information and carry out transactions. We are also able to signpost you to relevant agencies if we are unable to assist you directly.

We also collect your personal data to enable us to investigate your complaint, and to contact you, either to request further information or to send you a response. It will also enable us to contact the relevant Team or Council contractor about whom your feedback is made and take any remedial action, if necessary. We log all complaints, comments and compliments as part of the Council's commitment to customer care, whereby improvements to services are made as a result of customer feedback.

How we collect your data

The information we hold will have been provided by you during telephone calls, emails or online enquiry forms, face to face conversations, social media or when we communicate with you. We may also hold information provided by other Council departments through relevant systems where this is relevant to your enquiry.

Telephone calls made to the Council, and subsequently transferred, are recorded. Recording contact centre telephone calls allows us to assess customer satisfaction, train and develop staff, review call quality, and have access to a verbal record of information in the event of a subsequent complaint.

When we'll share your data

Your personal information may be shared between Departments within North Kesteven District Council so that they can carry out their statutory roles and support the delivery of Council services.

In relation to complaint and feedback data, your information will only be passed to Officers within the relevant Teams who are responsible for handling, investigating and responding to customer feedback, therefore they may contact you for further information. In addition, we may have to share your personal data with the Local Government and Social Care Ombudsman.

We may also share your information with organisations that we are contracted with or who are currently working with you. For example, if your feedback was about a service that is provided by a third party organisation on behalf of the Council, we may need to contact them to verify information during the course of an investigation. As they are delivering services on our behalf the Council, they must keep your details safe and secure and, as the data controller, we ensure they comply with our required information sharing standards and protocols. Even though we may be required to share your information with authorised partner organisations, we will ensure this is done in a secure manner, and the information is proportionate in order for us to deal with your feedback.

Sometimes we have a legal duty to provide personal information to other organisations or if there is a good reason that is more important than protecting your privacy. This does not happen often, but we may share your information with the Police in order to find and stop crime and fraud, for example.

We do not sell your personal information to anyone outside of North Kesteven District Council and will never share your information for marketing purposes.

We do not transfer any of your personal information outside the European Economic Area (EEA).

Know your rights

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to correct inaccuracies, sometimes delete and restrict the personal information we hold. You are legally entitled to request access to any information we hold about you. We try to ensure that any information we hold is accurate and you have the right to ask us to correct this if it is found to be incorrect.

If you want to remove your consent (where applicable), request to see your personal data or contact us with regards to your rights, please email dataprotection@n-kesteven.gov.uk

How do we protect your information

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information.

How long do we keep your information

The information we collect is recorded and stored on our secure system. We will keep your information for two years in relation to a customer enquiry and seven years after the date we close your complaint, comment or compliment, after which we will securely delete the information. This will allow us to ensure information is retained, particularly in the case of a complaint that may be escalated, and to ensure that any action agreed as a result of the complaint is followed up.

Where can I get advice and/or make a complaint

If you have any concerns or questions, or would like to make a complaint, regarding data protection matters, please contact our Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice and/or to make a complaint about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email icocasework@ico.org.uk