



## **What personal information do we hold**

When deciding what personal information to collect, use and hold, we are committed to making sure that we will:

- only collect, hold and use personal information where it is necessary and fair to do so
- keep your personal information secure and safe
- securely dispose of any personal information when it is no longer needed
- be open with you about how we use your information and who we share it with; and
- adopt and maintain high standards in handling any personal information.

We may hold the following types of information about you:

- details about you including full name, date of birth, and contact details (for example phone number, address, and email address)
- details about any contact with you
- information relevant to the services being provided for example library services, social care services, education, parking badges etc.

## **Why we collect information about you**

We will use your personal information for a limited number of purposes and always in line with our responsibilities, where there is a legal basis, and in line with your rights under the UK GDPR.

In general, we process your information in order to:

- deliver public services
- confirm your identity to provide some services
- contact and communicate with you
- understand your needs to provide the services you request, for example joining the library or applying for a school place
- monitor our performance in providing services to you
- obtain your opinion about our services
- meet various legal requirements and statutory obligations
- to enable us to perform statutory law enforcement functions for example child employment, school attendance, and trading standards
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### **Telephone calls and live chat**

We will inform you if we record or monitor any telephone calls you make to us. Calls made direct to, or from, our Customer Service line (01905 765765) are recorded and kept for 12 months. Calls may be recorded if telephoning direct to other service teams on alternative numbers including the Adult Access Centre, Family Front Door, Emergency Duty Team, Shared Lives Team, and BACS teams.

We do not record any financial card details if you make any payments by telephone. If the call is transferred to a member of staff outside the Customer Service team, the recording stops.

Live chat is an alternative to the telephone. You will receive an email of your chat transcript each time you use the service.

These records will be used to increase your security and for our record keeping of the transaction.

### **Emails**

If you email us we may keep a record of your contact, your email address and the email for our record keeping of the transaction. For security reasons we will not include any confidential information about you in any email we send to you unless you agree to this.

We suggest that you keep the amount of confidential information you send to us via email to a minimum and use email encryption or if possible, our secure online forms and services.

### **Online**

Our systems will capture and record personal information if you:

- subscribe to or apply for services that require personal information,
- report a fault and give your contact details for us to respond,
- contact us and leave your details for us to respond,

Any forms on our website that capture personal information are secure.

### **Cookies**

We employ cookie technology to help log visitors to our web site. A cookie is a string of information sent by a website and stored on your hard drive

order to make websites work, or to make them work more efficiently, and provide information for the administration of the website. You can reject the use of cookies but you may be asked for information again, e.g. to participate in a survey. Further information, including how to block cookies, is available: <http://www.worcestershire.gov.uk/cookies>

### **Other websites**

This privacy notice applies only to Worcestershire County Council websites maintained by us. On our website you will find links to other external websites which we have provided for your information and convenience. We are not responsible for the content of these external websites and recommend that when you visit other websites you take time to read their privacy notices.

### **How long we will keep your information**

We will not keep your information longer than it is needed. In some instances, the law sets the length of time information has to be kept. We may keep your data longer if we need to retain it for legal, regulatory, or evidential or best practice reasons. We will dispose of all records in a secure way, whether they are on paper or electronic. Our [Disposal Schedule](#)



## Worcestershire County Council Full Privacy Notice

Worcestershire County Council is required by law to protect the public funds it administers. We may use any of the information you provide to us for the prevention and detection of fraud to comply with the law.

In addition to our own 'data matching' exercises we may also share this information with other public bodies. These include, but are not limited to:

- Cabinet Office including the national data matching exercises under Part 6 of the Local Audit and Accountability Act 2014
- National Anti Fraud Network (NAFN)
- Cifas
- Department for Work and Pensions (DWP)
- other Local Authorities
- HM Revenue and Customs (HMRC)
- Police
- NHS

The personal information we have collected from you will be shared with fraud prevention agencies who will use it to prevent fraud, money-laundering and to verify your identity. They will also share your information with a range of information providers to obtain documentation or information that will allow us to verify the information you have provided us is accurate. If fraud is detected, you could be refused certain services, finance, or employment.

Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights can be found on the privacy notices of [Cifas](#) and [National Anti Fraud Network](#) (NAFN).

We also participate in the National Fraud Initiative (NFI) data matching exercise to assist in the prevention and detection of fraud. More information about the NFI can be found in our [NFI privacy notice](#).

We may also share information with utility companies, credit reference agencies, service providers, or contractors and partner organisations where the sharing of information is necessary, proportionate, and lawful.

In limited situations we may monitor and record electronic transactions (website, email and telephone conversations). This will only be used to prevent or detect a crime, or investigate or detect the unauthorised use of the telecommunications system and only as permitted by the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000.

### **Emergency response mns)**

## Worcestershire County Council Full Privacy Notice

You have the right to request the Council take action to fulfil your rights. We will seek to comply with your request wherever possible. However, action may be restricted or refused in certain circumstances, for example where we are required to hold, retain, or process personal data to comply with a legal obligation or as a public task and the Council may not be able to comply with some requests received.

You have the right to:

- be informed about what we do with your data
- access to the information we hold about you
- request rectification of any information about you that is incorrect
- request



If you wish to raise the matter directly with the Data Protection Officer, please use the details in the Contact Us section above.

You have the right to complain to the supervisory authority, the Information Commissioner's Office (ICO). The ICO is an independent body set up to uphold information rights in the UK. They can also provide advice and guidance and can be contacted:

Online through their website: [www.ico.org.uk](http://www.ico.org.uk).

Address: Information Commissioner's Office, Wycliffe House, Water Lane, WILMSLOW, Cheshire SK9 5AF.

Telephone 0303 123 1113.

### **Equalities information**

We may use information such as your ethnic background, first language, gender, sexual orientation and age to gather statistics about the population of the area and the take up of our services. This is to help comply with our legal obligations and to plan the provision of services in the future. Such analysis will not identify individuals or have impact on entitlement to services and facilities.

This notice can be made available in a different format i.e. large print, audio or a language other than English. If you would like to know more then please contact us.

### **Further information**

If you require further information about data protection legislation and the GDPR is available on the Information Commissioner's website: [www.ico.org.uk](http://www.ico.org.uk).

### **Changes to this privacy notice**