Our core data protection obligations and commitments are set out in the council’s Primary Privacy Notice and on our website at Data Protection legislation.

**Service Name:** Customer Contact Centre

The Customer Contact Centre delivers a telephony, online, live chat and Social media service which could include some or all of the following services:

- Council Tax
- Benefits
- Business Rates
- Registrars
- Environmental Services
- Elections
- General Enquiries

We provide a broad range of services as well undertaking regulatory and administrative activities. This notice explains how we use your personal information and tells you about your privacy rights and how the law protects you.


This notice provides additional privacy information for:

- Members of the public using The Customer Contact Centre

It describes how we collect, use and share personal information about you

- In relation to customer services
- the types of personal information we need to process, including information the law describes as ‘special’ because of its sensitivity.

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

**Purpose(s)**

We collect your personal information for the following purpose(s):

- Redirect you to the appropriate officer
- Deal with your challenges, queries and complaints
- Processing of any payments e.g. council tax, benefits over payments, pest control and registrars service
- To deliver a contact service which provides either a first time resolution or a referral to the appropriate department
- To provide you with any information or services that you ask for, as well as to reply to your correspondence
To maintain a record of our contact with you (as well as keeping track of our interaction with you, this helps us identify you if you contact us again and therefore provide a better level of service to you)

**Categories of personal data**

In order to carry out these purposes we collect and obtain:
- Basic details you communicate with us in order to deliver a service to you, this may include name, address, telephone number, email address, social media accounts etc.
- Income and expenditure details including rental agreements
- Employer details
- National insurance number
- Household circumstances
- Ethnicity and nationality
- Any disabilities as defined in the Equality Act 2010
- Contact we have had with you, such as any correspondence and complaints.
- Your credit/debit card details if you have paid for a service by card, however this is solely used for processing and not retained.

**Legal basis for processing**

The legal basis for processing your personal information is:
- you, or your legal representative, have given consent
- performing or exercising obligations under law
- in the public interest or in the exercise of official authority
- Our legitimate interests (or those of a third party) provided your interests and fundamental rights do not override those interests
- Marketing purposes: where we have asked and you have consented to receive electronic marketing information about our services (you may withdraw your consent at any time)
- performing or exercising obligations under law e.g calculating accurate entitlement to Housing Benefit in line with Government Regulations
- fraud prevention
- performing or exercising obligations under law e.g. Local Government Finance Act 1992

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

**Information sharing/recipient**

We may share personal information about you with the following types of organisations when required by law:
- Department of Working Pensions
- Greater Manchester Police
- Her Majesty’s Revenue and Customs
- Teams within the Council in order to provide our services
- Wider Partners across the city where a data sharing agreement is in place
- If there are safeguarding or child protection concerns
- A member of the public raises concerns that you, your child or another relative is at risk of harm
- National Fraud Initiative - This authority is under a duty to protect the public funds it administers.
- Teams within the Council in order to provide our services e.g. Financial Assessment Team, Housing Advice,
• Any agencies you may have consented to completing the application on your behalf e.g. Citizens Advice Bureau
• The Independent Tribunal Service;
• Schools for the purpose of awarding Free School Meals.
• National Blue Badge Service

Automated Decisions
For this service we may make automated decisions including profiling customers to enhance the customer experience, the appropriate legal basis for each of the profiling activities and automated decisions comply with the data protection principles.

Data retention/criteria
We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Call recordings will be kept for 12 months and live chat details will be stored for 366 days.

Your rights
You may exercise the rights listed below in relation to the council’s use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our Guide to exercising you Rights or alternatively visit the Information Commissioner’s web site at https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/

If you wish to exercise your rights (as outlined above) or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team.

Updates
We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details