

Privacy Notice: Customer Services

Your Personal Data

Who we are:

We are Harborough District Council and your privacy is important to us. We aim for full transparency on how we gather, use, and share your personal information in accordance with the United Kingdom General Data Protection Regulation.

If you have any concerns about how the Council is handling your personal data, these can be raised with the Council's Data Protection Officer:

Harborough District Council, The Symington Building, Adam and Eve Street, Market Harborough, Leicestershire, LE16 7AG

Telephone 01858 828282 Email FOI@harborough.gov.uk

We keep our privacy notice under regular review and we will place an updated version on this page. This will help ensure that you are always aware of what information we collect and how we use it.

What we need

We will only collect personal data about you where it is required for the purposes of administering access to this service. This may include items such as:

- your name,
- date of birth,
- address,
- telephone number,
- email etc. together with information you have given us and information that we receive from third parties e.g. law enforcement agencies.

If you contact us with an enquiry, complaint, compliment or suggestion we may keep a record of that enquiry, such as a recording of a telephone call or a transcript from your web chat sessions. If you don't want your conversation to be recorded you can contact us via our online forms, email etc

Please also note that calls to the Council are recorded for training and monitoring purposes. The Council will use assistive AI technology in its call handling to generate transcripts of calls. This will assist service improvements and the speed of call handling. AI is not used in any other capacity.

Why we need it

We need your accurate information in order to provide a service to you. We may also need your information to verify who you are to ensure we are giving you the correct information. We'll only ask you for the personal data that is necessary to provide you with the service you are contacting us about. If you don't give the personal data requested we may not be able to:

- give you the information you need
- make the application for a service you need

- notify a service that your circumstances have changed
- report the problem you want to tell us about
- book the service or make an appointment for the service you need
- make a payment

Lawful reason for processing:

Data protection legislation sets out the lawful basis for processing personal data. We, as a public authority, gather and process information necessary to allow us to undertake our legal duties in line with our public task and statutory functions. Some of the services we provide have more information within their own privacy notices, and these are available from our website.

The processing of your information is necessary for compliance with the legal obligations contained in these Acts to facilitate a statutory obligation and provide access to Council services.

What we do with it

Your personal information will be treated as confidential but it may be shared with other Council services in order to ensure our records are accurate and up-to-date, and to improve the standard of the services we deliver. We will only use your information in ways which are permitted by the General Data Protection Regulation and the current UK Data Protection law or any other common law or statutory duty.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. More information on this framework can be found on our [website](#)

This authority has a duty to protect the public funds it administers, and may use information held about you for all lawful purposes, including but not limited to the prevention and detection of crime including fraud and money laundering.

The Council may also use your information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share your information with other bodies responsible for detecting/preventing crime including fraud or auditing/administering public funds. We may also use your data for internal statistical purposes but this will not be shared with external agencies.

The Council will also undertake to share information with the following where circumstances or law require:

- Judicial Agencies e.g. Courts
- Police
- Health Agencies
- Internal Departments
- Other Local Authorities

We will not disclose your personal information to third parties for marketing purposes.

What are your rights

You have the right to:

- request a copy of your information (known as a subject access request)
- request rectification or erasure of your information,
- request a restriction on the processing of your information, and,
- object to processing of your information,
- complain to the Information Commissioner's Office about the way the Council processes your information.
- set your browser to remove or reject cookies before using Harborough District Council website

What Special Category information does HDC collect from and about you?

We collect and use different types of personal information about you, but in this regard it will mainly be confined to audio and video interactions which take place between you and any of our officers. The recordings are made in order to protect both you and the officer from any unwarranted claims and may the support of any appeals process. Recordings are disposed of in accordance with the Councils retention policy.

If you require further information about the use of your data or would like to exercise any of the above rights, please contact:

Data Protection Officer, Harborough District Council, The Symington Building, Adam and Eve Street, Market Harborough, Leicestershire, LE16 7AG

How your information is stored.

Currently all related data processing is carried out and stored with username, password and profile restricted system and network storage locations. Access to such systems is profiled to be on a role/need basis. Some bespoke systems are used and restricted in the same manner.

How long we keep your information

We will keep you information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons. Please see the Council's [Document Retention Policy](#) for further information. In relation to telephone voice recordings, the system overwrites data automatically every 180 days. Some recordings may be retained in the event that there is a legal challenge or there is an incident requiring it to be passed to the Police.

Website information

Harborough District Council encourages you to review the privacy statements of Web sites you choose to link to from Harborough District Council so that you can understand how those Web sites collect, use and share your information. Harborough District Council is not responsible for the privacy statements or other content on Web sites outside of the Harborough District Council family of Web sites.

Use of Cookies

The Harborough District Council Web site use "cookies" to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a Website via your web browser. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are

uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.