



## Privacy Policy for Talkdesk Co-Pilot (Transcription System)(AI)

Effective Date: **27/03/2025**

System Introduction Date: **May 2025**

Harborough District Council is committed to protecting your privacy and ensuring that your personal data is collected and processed in accordance with the United Kingdom General Data Protection Regulation (UKGDPR) and applicable data protection laws. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when we use automated transcription services utilising AI assistive technology.

### 1. Information We Collect

We may collect the following types of information:

- **Personal Data:** This includes information that identifies you, such as your name, email address, phone number, and any other information you provide during the use of our services.
- **Audio Data:** When we use our transcription services, we will process audio files provided by you (during your conversation with us) in order for the system to generate a transcript of that interaction.
- **Other Data:** Additional non-specified personal data may be captured during your interactions with us. Please refer to the [Customer Services privacy notice](#) on our website for further information.

### 2. Legal Basis for Processing Personal Data

We process your personal data based on one or more of the following legal bases:

- **Consent:** You have given us explicit consent for processing your personal data for one or more specific purposes.
- **Legitimate Interest:** When you first contact the Council, we have an interest in ensuring that your referral interaction is as smooth and accurate as possible. The technology will be deployed to improve access to official council services. The recording of your initial contact with us to aid the referral itself, is not an exercise of official duty.

### 3. How We Use Your Information

We may use your information for the following purposes:

- To provide, maintain, and improve our transcription services.



- To aid informed communication with you, including responding to your requests and enquiries.
- To improve access to Council services by releasing staff time to better serve your needs.
- To monitor and analyse usage trends and preferences to promote service improvements.

#### **4. Data Retention**

We will retain your personal data only for as long as necessary to fulfil the purposes for which we collected it, including the purpose of satisfying any legal, accounting, or reporting requirements.

Retained data will be stored and disposed of in accordance with the Council's Document Retention Policy.

#### **5. Data Sharing and Disclosure**

We do not sell, trade, or otherwise transfer your personal data to third parties without your consent, except in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in operating our services, conducting our business, or servicing you, providing that they are processing data in accordance with prevailing data protection law.
- **Legal Compliance:** We may disclose your information when required by law or to protect our rights, privacy, safety, or property, or that of our users or others.
- **Business Transfers:** (Local Government Review) In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal data may be transferred as part of that business transaction.

#### **6. International Data Transfers**

If we transfer your personal data outside the European Economic Area (EEA), we will ensure that appropriate safeguards are in place to ensure the protection of your personal data in accordance with UKGDPR.

#### **7. Your Rights**

Under the UKGDPR, you have the following rights regarding your personal data:

- **Right to Access:** You have the right to request copies of your personal data.
- **Right to Rectification:** You have the right to request that we correct any information you believe is inaccurate or incomplete.
- **Right to Erasure:** You have the right to request deletion of your personal data.



- **Right to Restrict Processing:** You have the right to request that we restrict the processing of your personal data.
- **Right to Data Portability:** You have the right to request that we transfer your data to another organisation, or directly to you, under certain conditions.
- **Right to Withdraw Consent:** If we rely on your consent to process your data, you have the right to withdraw that consent at any time.

To exercise these rights, please contact us using the contact information provided below.

[FOI@harborough.gov.uk](mailto:FOI@harborough.gov.uk) or [customer.services@harborough.gov.uk](mailto:customer.services@harborough.gov.uk)

## 8. Security of Your Information

We take the security of your personal data seriously and implement appropriate technical and organisational measures to protect it against unauthorised access, destruction, loss, or alteration. All personal data processing will take place in accordance with our information governance policy framework.

## 9. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page with a new effective date. We encourage you to review this Privacy Policy periodically for any changes.

## 10. Contact Us

If you have any questions, comments, or concerns regarding this Privacy Policy or our privacy practices, please contact us:

- Harborough District Council,  
The Symington Building,  
Adam & Eve Street,  
Market Harborough,  
Leicestershire,  
LE16 7AG.
- Email: [FOI@harborough.gov.uk](mailto:FOI@harborough.gov.uk)
- Phone: 01858 828282

This Privacy Policy was last updated on [28/03/2025].