



Date Created: 24/05/2018  
Date Published: 08/06/2018  
Version Number: 1.2

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<b>Service Area:</b>	Corporate Services
<b>Work Area:</b>	Customer Services
<b>Contact Details:</b>	Rob Waggett, Customer Services Development Officer, <a href="mailto:wagger@caerphilly.gov.uk">wagger@caerphilly.gov.uk</a> , Tel: 01443 866554
<b>Privacy Notice Name:</b>	Customer Services Privacy Notice
<b>Description of Privacy Notice:</b>	This privacy notice will explain how Caerphilly County Borough Council will use the information you provide when completing a customer services request via Telephone, Face to Face, Email or Written correspondence.

## How we will use your information

### Purpose and legal basis for using your information

#### Purpose of processing

Caerphilly county borough council's Customer Services provides a point of access for the public to a wide range of services provided by Caerphilly county borough council.

The information that we collect from you will be forwarded to the relevant service area responsible for providing the service requested. We are currently reviewing the information we provide to service users and links to further information on how service areas will use your information including the legal basis for processing, how long information will be retained and any sharing of your information with other organisations will be available here when completed.

### Who will have access to your information

#### Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones  
Corporate Information Governance Manager / Data Protection Officer  
Email: [dataprotection@caerphilly.gov.uk](mailto:dataprotection@caerphilly.gov.uk)  
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

#### Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act 1998.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

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

### **Details of retention period**

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

Debit Card and Credit Card payment transaction information is retained for seven months.

Contact Centre call recordings will be retained for a minimum 12 months, but will be deleted after 24 months, unless they have been retained for a specific purpose.

Information recorded on the system that transfers your information to the relevant service area will be retained for a minimum 12 months, but will be deleted after 24 months, unless they have been retained for a specific purpose.

Blue Badge Applications that have been Refused, Cancelled or Expired will be held on the Blue Badge Improvement Services (BBIS) for 365 days before the application data is deleted. This timeline is to be reviewed and could be altered.

## **Your Rights (Inc Complaints Procedure)**

### **Your rights under the Data Protection**

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: [www.ico.org.uk](http://www.ico.org.uk)

### **Complaints Procedure**

If you object to the way that Caerphilly County Borough Council is handling your data, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

[www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints](http://www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints)