

## Privacy Notice – Customer Services

Customer Services provide a range of services across the council and can be contacted by telephone, online, face to face in our two Service Centres, via Live Chat and the council's Facebook and Twitter.

We know that you care how your information is used and we appreciate your trust to handle your data with care. We will ensure that all the appropriate agreements and safeguards are in place.

Along with the council's privacy policy which you can view [here](#) this document details what information we collect from you, what we do with it and who it might be shared with.

### Why we need your information

It is necessary for the council to gather, collect, store and process personal information to assist in provision of services. The council puts measures in place to protect the privacy of the individuals throughout this process.

If you contact us with an enquiry we may keep a record of that enquiry such as a recording of a telephone call or a transcript from your web chat sessions.

We may gather personal information such as your name, address, email address and telephone number. Where it is necessary for the service we may collect further information such as financial, employment or health information.

### What is the legal basis for us to process your information?

Data Protection Legislation sets out the lawful basis for processing personal data.

The Council as a public authority gathers 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 further information within their own privacy notices:

- Sports development classes: We undertake the processing of this information to facilitate bookings on behalf of East Renfrewshire Cultural and Leisure Trust. You can find out more about they manage your data by accessing their website and viewing their [privacy policy](#).
- Blue badge privacy notice (link to be insert, not yet on website)
- National entitlement card: we process young person's national entitlement cards on behalf of Young Scot and you can view their [privacy notice](#)
- Requests for information under [Freedom of information](#)
- [Housing](#) services
- Taxi, Civic and Liquor [Licensing](#)

### Do you have to provide your information?

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 do not provide the personal data requested we may not be able to

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

### How do we collect information about you?

The amount and type of personal data Customer Services collects from you when you contact us will depend on why, how and the service you are requesting.

We collect the information you give to us when you do the following:

- Complete a form on our website
- Talk to us on live chat
- Send us an email
- Contact us via social media – see our [house rules](#)
- Telephone us
- Come to see us at our contact centres

### How long will we keep your information?

We will not keep your information for any longer than it is needed, and will dispose of paper and electronic information in a secure way. The length of time we need to keep information will depend on the purpose for which it is collected. Your information will be retained in accordance with our [record retention schedule](#).

### Who is your information shared with?

To provide you with services, we will sometimes share your personal information between teams within the Council, and with external partners and agencies involved in delivering services on our behalf, or alongside us. Such organisations may include East Renfrewshire Culture and Leisure Trust, NHS, Police Scotland and other public bodies.

Our service specific privacy notices give further information about the organisations with whom we may share personal information.

We may also provide personal information to third parties, but only where it is necessary to comply with the law or where it is allowed by data protection law

We do not send or process information outside the UK or EU.

### Your rights

Depending on why we need to process your information you will have rights to how your information is used. Further information about your rights, including the circumstances in which they apply, can be found within our main Privacy Policy published on our website.

If you have concerns about the processing of your personal data, by the council, you can contact our Data Protection Officer at [dpo@eastrenfrewshire.gov.uk](mailto:dpo@eastrenfrewshire.gov.uk).

For independent advice about data protection, privacy and data sharing, visit the Information Commissioner's Office website at <https://ico.org.uk/your-data-matters/>.

**Do you require this statement in a different format?**

If you require this information in an alternative format contact Customer Services on 0141 577 3000/3001 or email us at [customerservices@eastrenfrewshire.gov.uk](mailto:customerservices@eastrenfrewshire.gov.uk).

**Review**

This notice will be kept under regular review and was last updated on the 12/11/2020