

## **Privacy Notice for Customer Services – Access Bolton**

**Reviewed Nov 2021  
V1.0**



# Customer Services – Access Bolton

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at [www.bolton.gov.uk](http://www.bolton.gov.uk)

This notice provides additional privacy information for:

- Members of the public using the Access Bolton service

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.

## Purposes

We collect your personal information for the following purposes:

- To redirect you to the appropriate officer
- To deal with your challenges, queries and formal complaints
- The processing of any payments e.g. council tax
- Public and staff safety and crime prevention and detection

## 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.
- Contact we have had with you, such as any correspondence and formal complaints.
- Photographs and CCTV footage within the premises for the purposes of public and staff safety and crime prevention and detection.
- 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:

- 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

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/recipients**

We may share personal information about you with the following types of organisations when required by law:

- Department of Work and Pensions(DWP)
- Central Government departments
- Other Local Authorities
- Police
- HMRC
- UK Border Agency
- Teams within the Council in order to provide our services

## **Automated Decisions**

For this service:

- All the decisions we make about you involve human intervention

## **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.

## Rights of individuals

You have certain rights 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 your rights](#) or alternatively visit the Information Commissioner's web site at [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at [information.security@bolton.gov.uk](mailto:information.security@bolton.gov.uk)

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

## Updates to Privacy Notice

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