

Privacy Notice

Customer Service Centres and Kirklees Direct

This privacy notice tells you what to expect when Kirklees Council collects personal information. This privacy notice covers contact with the Council and its officers, in the Customer Service Centres in Huddersfield and Dewsbury and by phone, email and webchat to Kirklees Direct.

The information you provide will be processed mainly in connection with the administration of the Council services.

The categories of information that we collect, process, hold and share include:

When you contact us by phone, email, webchat, in person or through the Council's website; we may need to collect personal information about you or your family so that the appropriate service can be provided. The information we require from you may include personal information, such as:

- First name
- Family name or surname
- Address
- Telephone numbers
- Date of birth
- National Insurance number
- Email address
- Payment information
- Health and Social Care Needs
- Finance
- IP Address (if using our website)

Why we collect and hold this information

We use your personal data within the rules set out in the General Data Protection Regulation (GDPR). We process this data for the following reasons:

- where you have consented to the processing
- to ensure we meet our legal requirements
- to allow us to communicate and provide services appropriate to your needs
- where we are legally obliged to undertake data processing e.g. for licensing, planning enforcement, council tax, food safety, prevention and/or detection of fraud and crime
- to process financial transactions or where the council is acting on behalf of other government bodies e.g. Department for Works and Pensions
- where necessary to protect citizens from harm or injury
- to conduct research or statistical analysis that allows us to target and plan the provision of services

- to identify residents/users for the purpose of notifying them of proposed or planned changes to services that may affect them
- to assist the council in responding to emergencies or major accidents. This allows the council, in conjunction with the emergency services, to identify citizens who may need additional support.

Please note phone calls to our customer service team may be recorded for training and quality improvement purposes.

The lawful basis on which we use this information

Each service will have its own Privacy Notice notifying you of the basis for the collection, processing and storage of data. Further information can be found here –

www.kirklees.gov.uk/privacy

Storing this information

We will hold the information about you securely, and for no longer than reasonably necessary. How long the data is held for will be detailed in the Retention schedules specified by the relevant services. Further information can be found here –

www.kirklees.gov.uk/privacy

Who we share this information with

If we are required to, we will only share your information with internal departments and other service providers, contractors and/or partner bodies, but only where it is necessary:

- to comply with a legal obligation
- where permitted under the General Data Protection Regulation
- where the disclosure is necessary for the purposes of the prevention and/or detection of crime
- where it is necessary to allow a third party working for or on behalf of the Council

We will strive to ensure that any personal data in our care will be kept safe and that where your information is disclosed to a third party, we will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

We will not use your personal data for third party marketing purposes without your prior express consent.

Further information

If you would like further information about how we manage your data, please see the privacy notice for Kirklees Council at www.kirklees.gov.uk/privacy

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You have the right to complain to the Information Commissioner's Office at www.ICO.org.uk