

Privacy Notice (How we use your information)

Kacee virtual assistant

Kacee is Kirklees Council's virtual assistant. Powered by artificial intelligence (AI), Kacee can help you find information and access services on our website.

Kacee can help with:

- Bins, waste and recycling.
- Council Tax.
- Rent accounts.
- Planning applications.
- Roads, travel and parking.
- Schools and education.
- Street care.
- Checking the status of online reports and requests.

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

When you use Kacee, we may collect and store:

- Your chat conversations.
- Information submitted through the chat.
- Technical information such as your IP address, browser type, device information and general location.

To help answer your question, Kacee may ask for information such as your postcode, address details or reference numbers. For example, this may be needed to check your bin collection dates.

We only collect information that is needed to provide the service. If you choose to share special category data, you do so at your own discretion.

How and why we collect and hold this information

How we collect this personal information

The personal information we process is provided to us directly by you in the following ways:

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- Questions typed into the virtual assistant.
- Optional details such as postcode, house number or age.
- Feedback you provide through the feedback form.
- Standard technical information such as IP address.

Why we collect your information

We collect your information to:

- Provide accurate answers to queries submitted through the virtual assistant.
- Improve the performance and accuracy of the service.
- Diagnose system issues, investigate misuse or complaints.
- Produce anonymised demand insights.
- Maintain secure and reliable operations.
- Provide an auditable record of service delivery.
- Review performance and address any issues.
- Contact people initiating reports/issues to request further information or provide updates.

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- 6(1e) We need it to perform a public task

How we store your personal information

Whenever we collect information, we always limit this to only the details that are needed. We ensure that data is used and stored safely and securely. We require anyone we share information with, or who uses it on our behalf, to do so too. All Customer Services and Digital Services staff have received training on data protection and information security.

Physical (paper) records

The virtual assistant does not generate or store any physical (paper) records.

Electronic information

Digital data generated by the virtual assistant is stored securely within the council's cloud environment hosted in the UK. Microsoft processes chat content only during the active session and does not store any information after generating the response. A new chat will always start a new virtual assistant session.

All information will only exist on the Microsoft Azure tenant for 30 days and then be deleted.

Who we may share your information with

Chat logs are only accessed by authorised Digital Services Team staff. Microsoft processes text solely to generate a response during the active session and does not retain it. Information may also be used to assist responding to feedback, complaints or requests.

When we publish information in public, we will follow procedures to ensure no personal data is used.

We will share personal information with law enforcement agencies or other authorities only if required by applicable law and in accordance with UK GDPR and the Data Protection Act 2018.

Automated decision making

We do not use automated decision making for this processing. Automated decision-making is where decisions are made about you without any human influence on the outcome. These may affect your legal rights or have an impact on your circumstances, behaviour or choices.

Data profiling

There is no profiling undertaken in relation to this processing. Profiling is where parts of individual's personality, behaviour, interests or habits are analysed to identify their preferences, make predictions or decisions about them.

Automated processing including AI

The virtual assistant uses Microsoft Copilot technology to interpret user queries and generate responses. Microsoft only processes this information during the active chat session and does not retain it once the response is provided.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on Kirklees Council's [Data protection rights](#) page.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact: digital.services@kirklees.gov.uk.

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 can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the [“Contact us’ page on their website](#), or by ringing 0303 123 1113.