

## **Customer Services Privacy Notice**

Fenland District Council is a 'Data Controller' as defined by Article 4(7) of the General Data Protection Regulation (GDPR). For more information on your rights and how to lodge a complaint, you should read this in conjunction with the Council's [Privacy Statement](#).

The following privacy notice applies to Customer Services (Contact Centre and Customer Services Centres/Community Hubs).

This notice explains how personal information is going to be used, what it is used for, who it might be shared with and why and for how long it is to be kept.

The council is fully committed to complying with The Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

We ensure that your personal data is processed fairly, lawfully kept safe and secure and retained for no longer than is necessary.

If you have any concerns or questions about how we look after your personal information please contact the Data Protection Officer.

### **What information may be collected**

Your name

Your address

Your date of birth

Your National Insurance Number

Your telephone number, email address

Your household composition (partner, children and any other person living with you)

Your property details

Your employment details

Your income details (including any unemployment, state or disability benefits)

Your bank account details including debit and credit card details for payments

Any other information which is pertinent to your enquiry about Council Tax, Housing Benefit, Housing Allocation, Homelessness, Waste & Recycling, Neighbourhood

Services, Electoral Services, Environmental Health, Hostels, Planning, Licensing, Anti-Social Behaviour, Democratic Services, and Complaints

### **Why do we collect your personal information?**

Deliver services and support to you

Manage those services we provide to you

Train and manage the employment of our workers who deliver those services

Help investigate any worries or complaints you have about your services

Keep track of spending on services

Check the quality of services

### **How do we keep your records confidential and secure?**

Everyone working in the Council has a legal and professional duty to ensure that all your information is safely and securely protected and kept confidential. We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Our networks are kept secure, internal and external IT is protected using appropriate safeguards, and audits ensure we protect your right to privacy and confidentiality. We only keep your records as long as we need to and are required to by law, after which they are securely destroyed.

### **Retention periods**

Personal data will not be retained for longer than necessary in relation to the purposes for which they were collected.

### **Coronavirus – Track and Trace**

The development of the NHS 'Track and Trace' scheme is a key part of the government plan to manage Coronavirus. We hold a lot of data, and it may be necessary for us to share that data on request from NHS Track and Trace workers

It is likely that we will be asked to provide contact details if a case of Coronavirus or a suspected case arises following a visit to one of our council offices. There is an obligation to support the government planning. We will provide details as requested to do this.

We will be sharing data on the basis that this is a Public Duty (see below) and that in the case of any health data it is necessary for the public interest, as set out. Please be assured that we will keep a record of information that we share. This Privacy Notice should be read in alongside the other GDPR and Data Protection on our website. If you have any questions, please contact the school office.

## **NHS Test and Trace and the law**

The law on protecting personally identifiable information, known as the General Data Protection Regulation (GDPR), allows Public Health England to use the personal information collected by NHS Test and Trace.

The section of the GDPR that applies is: Article 6(1)(e) 'processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller'

As information about health is a special category of personal information, a further section of the GDPR applies: Article 9(2)(i) 'processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of healthcare' Public Health England also has special permission from the Secretary of State for Health and Social Care to use personally identifiable information without people's consent where this is in the public interest.

This is known as 'Section 251' approval and includes the use of the information collected by NHS Test and Trace to help protect the public from coronavirus. The part of the law that applies here is Section 251 of the National Health Service Act 2006 and the associated Health Service (Control of Patient Information) Regulations 2002.

## **Changes to this notice**

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.