

## The Unity Partnership – Contact Centre Privacy Notice

**Date and version:** 12 August 2019 v0-01

### What this privacy notice is for

Our core data protection obligations and commitments are set out in [The Unity Partnership's primary privacy notice](#).

### Updating our privacy notices

We may update or revise our privacy notices at any time so please refer to the version published on our website for the most up to date details.

The Contact Centre is the main telephony point of contact for a number of frontline services. The service is based in the Civic Centre and the opening hours provide a convenient means for residents to access a range of services by telephone and email.

### What we use your information for

We collect or obtain your personal information for and on behalf of the following service(s):

- Council Tax
- Housing Benefit and Council Tax Reduction
- Free School Meals
- Welfare Rights
- Elections
- Environmental Services (parks and street cleaning)
- Waste Management
- Community Safety
- Payments
- Environmental Health
- Street Lightening
- Libraries
- Galleries
- Highways
- Licensing
- Registrars
- School Admissions
- My Account
- Satisfaction Surveys

We only share your information with other departments amid the wider organisations of our customers (e.g. in relation to activities on behalf of local authority clients) if there is a legal basis to do so for the purposes of delivering activities on behalf of our customers. Where this happens, data sharing agreements are in place.

A summary of the service activities we collect and process your data for is attached as Appendix 1.

### What categories of personal information we use

Personal information can be anything that identifies and relates to a living person. This can include information that when linked with other information, allows a person to be uniquely identified. For example, this could be your name and contact details.

The law treats some types of personal information as ‘special’ because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health
- Criminal convictions and offences

In order to carry out these purposes we collect and obtain the following personal information.

Category of personal data	Special/ Sensitive
Name	
Address	
Telephone number(s)	
Email address	
Employer details	
Self-employment details including nature of business	
Income and expenditure details	
Bank details	
Capital details	
Household composition	
Date of birth	
National insurance number	
School details for dependants	
Relationship	
Landlord and rent details if applicable	
Other properties owned	
Date entered UK	
Temporary absence details	
Student status including educational establishment	
Health (Physical/Mental)	✓
Nationality	✓
Racial or ethnic origin	✓

## Legal basis for processing

The legal basis for processing and or sharing your personal information is article 6(1) (a); 6(1) (c) and 6(1) (e) of the General Data Protection Regulations.

We will process and share your personal information where:

- We have a legal obligation or it is in the public interest.
- You, or your representative have given consent.
- It is necessary for fraud prevention and the protection of public funds.

If you fail to provide certain information when requested, we may be prevented from complying with our legal obligations, for example to administer the benefit schemes.

For more information regarding the legal basis for processing your information for the services supported by the Contact Centre (listed within Appendix 1) please refer to service specific privacy notices.

## Information sharing/recipients

We may share personal information about you with the following:

- Bulky Bobs: administers the collection of bulky household items on behalf of a local authority.
- The police if they are trying to determine your current address for the detection of crime.
- Software providers may have to access to our customers' systems on occasion where there is a fault, to perform necessary upgrades, to host information on our behalf.

We may share your information with other departments within our customers' wider organisations (e.g. within the wider council departments relating to our local authority clients), if there is a legal basis to do so. These services currently include:

- Environment Health: to support housing enforcement activities in relation to your property subject to legal action due to disrepair or abandonment.

As well as information collected directly from you, we also obtain or receive information from:

- Letting Agents: To enable a local authority to send the correct bill for Council Tax.
- Solicitors: Who are acting on behalf of you or a local authority.
- Landlords: To enable a local authority to send the correct bill for Council Tax.
- Landlords: To enable a local authority to pay the correct amount of Housing Benefit.

If you provide another person or organisation authority to discuss or to act on your behalf, we may share information with them. In all cases we would require evidence you had granted authority before any information is shared.

### **Data transfers beyond the European Economic Area (EEA)**

We do not transfer any of your personal information outside the EEA.

### **Automated Decisions**

All the decisions we make about you involve human intervention.

### **How long we keep your data**

We will only keep your personal information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other regulatory reasons. In most cases this will be a minimum of six years.

### **Where can I get advice**

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by The Unity Partnership can be found [here](#).

Appendix 1

Service Area	Receive Calls	Receive emails	Receive Service Requests	Receive Complaints	Provide information and advice	Book appointment	Issue forms or notifications	Liaise with service team	Input requests/ updates / complaints onto operational system	Receive Payments
Waste Management	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Environmental Services (parks and street cleaning)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No
Housing Benefit/ Council Tax Reduction	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Council Tax	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Free School Meals	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	No
Elections	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No
Switchboard	Yes	No	No	No	No	No	No	No	No	No
Welfare Rights	Yes	No	Yes	Yes	Yes	No	No	Yes	No	No
Payments	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes
Environmental Health	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Street Lighting	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No

Service Area	Receive Calls	Receive emails	Receive Service Requests	Receive Complaints	Provide information and advice	Book appointment	Issue forms or notifications	Liaise with service team	Input requests/ updates / complaints onto operational system	Receive Payments
Community Safety	Yes	No	Yes	Yes	Yes	No	No	Yes	No	No
Libraries	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No
Galleries	Yes	No	Yes	Yes	Yes	No	No	Yes	No	No
Highways	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No
Licensing	Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Registrars	Yes	No	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
School Admissions	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No
My Account	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No	No
Satisfaction Surveys	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes