PRIVACY NOTICE

Customer Services

Who we are

Moray Council, Council Office, High Street, Elgin, Moray, IV30 1BX, moray.gov.uk 01343 543451, is a Local Authority established under the Local Government etc. (Scotland) Act 1994. We are the Data Controller of the personal data being collected.

Why we are collecting your personal data

When you contact the Council's Customer Services team, via the Contact Centre or Reception, they may gather your name, contact details (e.g. phone number, email address, address) as well as details regarding your request or enquiry.

The Customer Services team may provide a caller with a range of services, including:

- providing advice and support on various Council services.
- assisting with housing applications, Council Tax enquiries, and garden waste permits.
- handling payments and processing requests related to parking fines and permits.
- addressing issues such as potholes and other public infrastructure concerns.
- managing customer accounts and facilitating communication with relevant Services for further assistance.

All calls to and from our Customer Services team are recorded. This is for staff training purposes and to verify information conveyed in calls to and from the Customer Services Contact Centre, as well as for auditing purposes. The recording will cease when a call is transferred to a service outwith Customer Services, and, when card details are taken.

Personal data we collect from other sources

The Council's Customer Relationship Management (CRM) database may hold personal data inputted from various Council Services. This data is used to provide services, respond to enquiries, and manage customer accounts. Additionally, the Customer Services team has access to other databases to support them in providing these services.

Personal data you give us about other people

If you have provided, or have been asked to provide, someone else's personal data for a specific purpose, for example regarding a joint housing application, if reasonable to do so then please make sure that you have told them that you have given their personal data to us for this purpose.

Our legal basis

Whenever the Council processes personal data we need to make sure we have a legal basis for doing so. Our legal basis will vary depending upon your specific enquiry, but at

this initial stage it will generally be Article 6(1)(e) of the United Kingdom General Data Protection Regulation (UK GDPR), because your personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council. The Council has a range of obligations under legislation, including:

- to comply with the Local Government Finance Act 1992 when delivering Council Tax services to customers at first point of contact.
- to comply with the Housing (Scotland) Act 2014 when delivering Housing services to customers at first point of contact.
- To comply with Scottish Public Services Ombudsman Act 2002, around registering complaints/comments/compliments at first point of contact.
- To comply with the Social Work (Scotland) Act 1968 around the arrangement of any services.

In delivering these services, we may also process special categories of personal data, such as data about health. Personal data relating to criminal convictions or offences may also be processed. We understand our legal basis in data protection law for processing these types of data to be UK GDPR Article 9(2)(g) and Schedule 1, Part 2, Paragraph 6 of the Data Protection Act 2018, and, UK GDPR Article 10, together with Schedule 1, Part 2, Paragraph 6 of the Data Protection Act 2018; as the processing is necessary for reasons of substantial public interest for statutory and government purposes under the above legislation.

Who we share this personal data with

Where necessary, in order to process your request or enquiry, your personal data will be shared with relevant Council Service(s), which may include:

- Community Safety
- Environmental Health
- Housing
- Licensing
- Money Advice
- Planning
- Roads Maintenance
- Social Work
- Taxation

Service specific Privacy Notices are available here: www.moray.gov.uk/PrivacyNotices

The Council's Out of Hours telephony service is contracted to SPS Doorguard. Out of hours phone calls will be automatically transferred to SPS Doorguard. All audio calls are recorded. Depending on your enquiry or request they may collect your name, contact details and the reason for your call. The information you provide will be recorded by SPS

Doorguard and timeously transferred to the Council. The Council makes sure that they process your personal data appropriately through our contractual arrangements with them.

Your personal data may be shared internally with authorised officers of the Council if having access to personal data is a necessary part of their roles to ensure records are accurate and up to date. It may also be shared with other relevant Council Services where applicable.

The Council may share your personal data with other relevant Council Services and third parties, where we are under a legal obligation to do so. For example, this may be with Police, Social Security Scotland, UK Border Agency, or other Registered Professional Bodies.

The Council is required by law to protect public funds against fraud. It may share personal data with other relevant Council Services and third parties responsible for auditing and administering public funds, or who otherwise have responsibility for preventing and detecting fraud.

How long the personal data is held for

Your personal data will be securely stored by Moray Council for a pre-determined length of time. Information is only kept for the minimum amount of time necessary. We maintain a record retention schedule which sets out how long we retain different types of personal data. This is available on our website: www.moray.gov.uk/RetentionSchedules (under Section 5 of the Records Management Plan).

The Council stores information within the UK.

Your rights

Moray Council is the Data Controller for this personal data. You have legal rights about the way the Council handles and uses your personal data. These include the right to ask for a copy of it, to ask us to correct it and to ask us to stop doing something with your personal data.

As so far as the legislation permits, you also have the right to request the deletion of your data, and to object to the processing.

For more information about these rights, please see the Information Management pages on the Council's website here: www.moray.gov.uk/InformationRights. Alternatively, email the Council's Data Protection Officer at: IG@moray.gov.uk

If you have a concern about the way the Council has handled your personal data, you can make a complaint to the Council's Data Protection Officer in the first instance; an e-form is available on the Council's website here: www.moray.gov.uk/Complaints

You also have the right to make a complaint to the Information Commissioner's Office. They are the body responsible for making sure organisations like the Council handle your personal data lawfully.

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113 Website: https://ico.org.uk/
Online: https://ico.org.uk/make-a-complaint/data-protection-complaints/