

Privacy Notice – Telephony and Digital

Who we are:

Libraries and Resident Services, Telephony and Digital.

Lawful basis for processing the information:

Local Government Finance Act 1992
The Freedom of Information Act 2000

How we collect information:

- Information is collected from the data subject or a parent or guardian.
- Online forms can be completed

Type of information collected:

Libraries and customer contact Telephony and Digital collects names, residential and business addresses, phone numbers, email addresses, payment details, date of birth (if required) and other relevant personal details. Information is collected using electronic forms via RBWM's website, by telephone or during face-to-face contact.

Phone calls are recorded for the purposes of training and quality.

How we use the information provided:

Libraries and customer contact Telephony and Digital uses personal information to provide specific services to residents, such as; taking payments, Blue Badge, Highways and Streetcare, Planning, Council Tax, Waste and Recycling, Education, schools admission/transport and benefits.

Who has access to the information about you:

All staff employed by Library and Resident Services. Information will be used for providing services, replacing lost or stolen cards.

Library and Resident Services Management team have access to the call recordings.

Who we may share your information with:

- Compliments and Complaints are shared internally with the complaints team.

- Data is shared for the provision of services with third party providers (Veolia, Volker, Parkwood, Northgate, Optalis, Achieving for Children and internal council departments)
- DBS/CRM staff data is shared with schools that we work with
- Constant Contact software in USA for E-newsletter (opt in)

How long we store your information:

Telephony data is stored for 2 years

Jadu CXM customer contact data is currently not deleted.

Spydus information is held for seven years – following no use.

Emails are held in outlook and are not currently systematically deleted.

Call recordings are stored for 12 months.

Does your service utilise automate decision making? - No