

Perth and Kinross Council Privacy Notice

Customer Service Centre – Call Recording

2018-05

Details of process for which personal information is being used: to record calls to the Council's Customer Service Centre for monitoring and quality assurance purposes.

The personal information you've provided will be processed by Perth and Kinross Council, 2 High Street, Perth, PH1 5PH, enquiries@pkc.gov.uk , 01738 475000.

The information provided by you will be used by Perth & Kinross Council to identify staff training issues and verify information conveyed in calls to and from the Council's Customer Service Centre.

The Council is permitted to process your personal data in this way because it's in the public interest that training requirements in frontline staff are identified and that information conveyed in calls to and from the Council, about a wide range of matters, can be verified.

Formally, the processing of personal data provided to us for this purpose satisfies Article 6(1)(e) of the *General Data Protection Regulation - Processing shall be lawful...to the extent that 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*

Sometimes sensitive information (known as special category data) is recorded during calls to or from the Customer Service Centre. If special category data is being processed, the Council has to provide a reason for doing so; in the case of information recorded during telephone calls we consider that the power to advance well-being (provided in the Local Government in Scotland Act 2003) permits us to process this information under the terms of Article 9(2)(g) of the General Data Protection Regulation, which states that *processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.*

Your personal information may be disclosed to third parties if it's necessary for us to do so in order to provide the service that you have requested. There are details of the main organisations the Council shares information with on the [Data Sharing](#) page of our website.

We may also share information in order to verify its accuracy, prevent or detect crime, protect public funds or where required by law. The Council may check information provided by you, or information about you provided by a third party, with other information held by us.

Recordings of phone calls to Perth and Kinross Council's Customer Service Centre are retained for six months. After this they are deleted unless we are required to retain them as part of an ongoing complaint or investigation.

Details of calls to the Customer Service Centre are stored on a case management system, called CRM. There is a separate detailed Privacy Notice for this system.

Individuals have rights in relation to the information the Council holds about them, including the right to request a copy of their information. You can find out more about your [Personal Information Rights](#) on our website or by contacting the Council's Information Governance team at the address below.

The Council has a Data Protection Officer who you can contact in the first instance if you have any questions or complaints about how we are processing your personal information.

Please contact Donald Henderson, Data Protection Officer, 2 High Street, Perth, PH1 5PH, DataProtection@pkc.gov.uk, 01738 475444.

If you want to complain about how the Council has processed your information you have the right to contact the Information Commissioner's Office (<https://ico.org.uk/> 0303 123 1113).

If you have any questions about how the Council processes your information, or if you would like a copy of this notice in another language or format, please contact the Information Governance team;

Information Governance

Legal and Governance Services

2 High Street

Perth

PH1 5PH

Email: DataProtection@pkc.gov.uk

Telephone:01738 477933