

Perth and Kinross Council Privacy Notice

Name of Processing Activity- Emails and Webchat

Date notice written 2019-11

1. Why is this information being processed?

The information provided by you will be used by Perth & Kinross Council to record and respond to contacts via email and webchat received through the Ignite Contact Centre. This is a platform used by Perth and Kinross Council to manage communication. The Ignite Contact Centre receives emails sent to the following addresses-

- enquiries@pkc.gov.uk
- recycle@pkc.gov.uk
- PAT@pkc.gov.uk
- es@pkc.gov.uk
- customerservices@pkc.gov.uk
- communitygreenspace@pkc.gov.uk
- concessionarytravel@pkc.gov.uk
- Clarence@pkc.gov.uk

The information processed by this platform will always include an email address, but other personal details such as name, address and telephone numbers may be stored along with any specific information that relates to the enquiry.

2. Who is processing this information?

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.

3. Why is it lawful for the Council to process this information?

The Council is permitted to process your personal data in this way because it is in the public interest for us to provide alternative ways for members of the public to contact us.

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*

4. Will any sensitive personal information (Special Category Data or information about criminal convictions etc.) be processed?

Although this platform is not intended to be used for processing personal information, people using it may enter details of e.g. medical conditions.

If so, why is it lawful for the Council to process this information?

In this case, the Council is allowed to process this information under the terms of Article 9(2)(g) of the GDPR; this permits the processing of information when it's necessary to do so for reasons of substantial public interest.

Schedule 1, Part 2 Section 6(2)(a) of the Data Protection Act 2018 says that there is a public interest in the Council processing Special Category Data when it is done in "*the exercise of a function conferred on a person by an enactment or rule of law*". The relevant law in this case is the Local Government in Scotland Act 2003, which gives *local authorities the power to do anything which they consider is likely to improve its area and persons within that area*; the provision of alternative ways to contact the Council falls within the scope of this power to advance wellbeing.

5. Will this information be shared?

Your personal information will not be disclosed to third parties unless it's necessary for us to do so 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.

6. How long will this information be kept for?

Personal information held on Perth and Kinross Council systems in relation to emails and webchats for 6 months. After this they will be deleted.

7. Personal Information Rights

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.

8. Data Protection Officer

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; Data Protection Officer, 2 High Street, Perth, PH1 5PH, DataProtection@pkc.gov.uk, 01738 475444.

9. Information Commissioner's Office

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).

10. Information Governance Team

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