

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address:

<https://www.stirling.gov.uk/council-democracy/access-to-information/data-protection/>

Our website contains a Register of Data Processing which lists all the different ways in which the Council uses personal data.

This Privacy Notice provides more information about just one of those processes.

Title of Process	Customer Service Team
<p>Why does the Council process personal data?</p>	<p>The Customer Service Team are the first point of contact for all council services, and the point at which basic personal data is collected.</p> <p>All data is processed in line with all regulated services. This information is recorded and processed in order to:</p> <ul style="list-style-type: none"> • signpost customers. This is where personal data is stored where no service has been provided but will allow call-backs where appropriate • provide immediate services to customers (e.g. telecare services) • call recordings will be used by Stirling Council to identify staff training issues and verifying information conveyed in calls to and from the customer service team • allow for booking requests (bookable spaces such as rooms, halls and football pitches etc.) to be confirmed and confirmation emails sent. Also to allow the processing of invoices for bookable spaces
<p>What personal data is used?</p>	<p>The data collected includes information about current or potential service users, their carer's and any appropriate third party organisations.</p> <p>Calls made to the customer service team are recorded for monitoring and quality assurance purposes.</p> <p>Personal data processed</p> <ul style="list-style-type: none"> • name

	<ul style="list-style-type: none"> • address • email address • contact number • date of birth • name and address of GP • information about the reason for the call <p>Special category data processed</p> <ul style="list-style-type: none"> • health (physical or mental) • racial or ethnic origin
<p>What makes it lawful for the Council to process this personal data?</p>	<p>The Council is permitted to process your personal data in this way because it is 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.</p> <p>Formally, the processing of personal data provided to us for this purpose satisfies GDPR Article 6(1)(e) - 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.</p> <p>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 GDPR Article 9(2)(g) - 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.</p>
<p>Where does the Council obtain personal data from?</p>	<p>Data is collected by Council employees in the course of an interview or telephone conversation or in written correspondence with the data subject or agent.</p> <p>The personal data is stored in a variety of electronic systems and this information may be accessed by other areas such as Intake or Locality Teams, Housing, waste etc. in order to deliver services and capture additional information as required.</p>

<p>Where does the Council keep personal data?</p>	<p>All data is stored electronically in a variety of electronic systems</p> <p>Details of calls to the customer service team are stored on a secure call recording system. Calls which include card details are suppressed to ensure no card details are recorded in line payment card industry standards.</p>
<p>How long does the Council keep personal data?</p>	<p>Adult social care's retention rules are either 5 years from last action or 3 years from the death of the adult.</p> <p>Recordings of phone calls to Stirling Council's customer service team are retained for 3 months. After this they are deleted unless they are required to be retained as part of an ongoing complaint or investigation.</p>
<p>Who does the Council share personal data with?</p>	<p>Data can be shared with external providers who provide service users with a service or for the detection and prevention of crime.</p> <p>Our booking system is administered through the Artifax system.</p> <p>Your personal details may be shared with the Scottish Government and the National Health Service for statistical and research purposes.</p> <ul style="list-style-type: none"> • This information will help the Scottish Government, your local authority and your Health Board plan future care services. This will help improve services for you and others. • Every effort will be made to ensure that your information is kept safe at all times. • All pieces of information which could identify you, such as names and dates of birth will be removed.
<p>Who do I contact about my personal data?</p>	<p>The Council has a Data Protection Officer to make sure it is complying with data protection laws.</p> <p>They can be contacted at:</p> <p>Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA Email: dataprotection@stirling.gov.uk Telephone: 01786 404040</p>