

Privacy notice for telephone call and web chat recordings

This privacy notice explains when and how we process telephone call and web chat recordings at Newark and Sherwood District Council.

What personal data we collect and process

From the 1st December 2021 Newark and Sherwood District Council will capture telephone call recordings in the following call centre teams:

- Customer Services
- Housing Services
- Careline Services

When a call is recorded (outgoing and/or incoming), we collect:

- a recording of the conversation;
- your phone number

Once calls are transferred away from these areas, or during payments, recording ceases.

From the 23rd February 2022 Newark and Sherwood District Council will capture web chat interactions in the following call centre teams:

- Customer Services
- Housing Services

When a web chat interaction is recorded we collect:

- a recording of the conversation;

With recorded conversations 'special category' personal data may be recorded where you voluntarily disclose health, religious, ethnicity or criminal information.

Why are we collecting your personal data?

We collect these records for the following purposes:

- to assist in monitoring and training staff and to improve the quality of our services;
- to investigate and resolve complaints;
- for the detection, investigation and prevention of crime (including fraud);
- to protect staff from abusive callers

The legal basis for processing personal data is:

1. It 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, in order to improve services
2. The legitimate interests of data controller
3. Necessary for the performance of a contract with the data subject (for recording of staff taking calls)

The legal basis for processing special category data is reasons of substantial public interest under the laws that apply to us where this enables us to fulfil our legal obligations and regulatory requirements.

Who we share your personal data with

We will not normally share your information. However, there may be certain lawful circumstances where we would share without consent including: where we are required to do so by law; to safeguard staff and public safety where there is risk of harm and emergency situations. We will only share the minimum information for the purpose, on a need to know basis and with appropriate organisations.

How we will process your personal data?

All call recordings and web chat interactions will be stored on a secure server hosted by our phone provider (currently 8x8) which will only be accessible by authorised managers in each call centre location.

All call recordings and web chat interactions are automatically deleted after 40 days unless they are identified for a longer retention period in accordance with one of the defined purposes listed above.

Any recordings which are kept for longer will be kept on our secure servers and accessed only by authorised managers, and be subject to regular review until they are no longer required and will be permanently deleted.

Exercising your rights

Under the Data Protection Act 2018 and the UK GDPR you have the following rights:

- The right of access to your own personal data.
- The right to request rectification or deletion of your personal data.
- The right to object to the processing of your personal data.
- The right to request a copy of the information you provide us in machine-readable format.
- The right to withdraw your consent to any processing that is solely reliant upon your consent.

Should you wish to exercise any of your rights, you should contact the Data Protection Officer.

Email: privacy@newark-sherwooddc.gov.uk

Your right to complain

In the event that you wish to complain about the way that your personal data has been handled by Newark and Sherwood District Council, you should write to the Data Protection Officer and clearly outline your case.

If you remain dissatisfied with the way your personal data has been handled, you may refer the matter to the Information Commissioner's Office whose contact details are below:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Email: casework@ico.org.uk

