

Website Chatbot Fair Processing Notice

This notice is to tell you about why we need your information and how we will handle it. This notice is for our Website Chatbot.

Purpose

Our Website Chatbot is intended to assist individuals in finding information and accessing Leicestershire County Council Services. It is not intended to provide case specific information or updates. It is also not intended to make decisions on availability or eligibility of services.

What Information do we need from you?

We do not intend to use the Chatbot to collect personal data. Our main processing will be for reporting purposes of the service areas and satisfaction. In the event you include personal data in your request, we will hold it for no longer than 12 months.

Why do we need this?

We process this information as you have chosen to engage with the Chatbot to request services or seek advice and to assist us with providing a 24-hour efficient service. The Chatbot will take your question(s) and provide information from our website or startaconversation.co.uk to search for the most suitable answer.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using our official authority or performance of a public task.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary to offer you this service, or if we are required to do so by law. Details of your questions will be shared with Microsoft who facilitate the application but will not store the information.

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. Information will be shared within the EU or the US providing the organisation is considered 'Adequate' under the UK General Data Protection Regulation

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For this service that would normally be no longer than 12 months.

What if something changes?

If we need to change something like who we want to share this information with, we will take reasonable steps to inform you of the changes.

What are your rights?

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted.

If you are unhappy with the way your data is being handled or if you need to contact Leicestershire County Council's Data Protection Officer, please contact the Information Governance Team: informationgovernance@leics.gov.uk

If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with the Council first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: www.ico.org.uk

Make a complaint: <https://ico.org.uk/make-a-complaint/>
