

Leicestershire County Council 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

Customer Service Centre Phone Calls - Adult Social Care, Environment and Transport, Children and Family Services, Trading Standards and First Contact Plus.

What Information do we need from you?

We will record both inbound and outgoing telephone calls with the Customer Service Centre for the above service.

Why do we need this?

We need this information for:

Quality monitoring

Training purposes

Improving the service

We may contact you to ask for your feedback on your experience with us. Your participation is voluntary, and you can ignore any requests if you don't wish to take part. For this purpose, we ensure that telephone numbers are automatically deleted when the survey requests are sent out. Survey responses do not include any personally identifiable information.

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 as the lawful condition for us to do this.

In some cases, we also need an appropriate lawful reason to process sensitive data. In those cases, we are processing your sensitive personal data because of health or social care requirements.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. We do not plan to share it with anyone else or use it for anything else. When it is necessary, we may disclose your personal information to the following organisations:

Emergency Services

Health Professionals

Care Providers

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. We will not send your information outside of the UK.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For Environment and Transport, Trading Standards, Children and Family related calls this will be 12 months. For Adult Social Care related calls this will be 9 months. For First Contact Plus related calls this will be 3 months.

What if something changes?

If the information you provided changes or your circumstances change, please visit leicestershire.gov. If we need to change something like who we want to share this information with, we will contact you to let you know.