

Fair Processing Notice – Contact Centre and Customer Service Centres

1. Why do we collect and keep your personal information?

We collect and use your personal information so that we can assist you with your enquiry or pass your enquiry on to the relevant team or service to action.

The Processing of your data is carried out because it is necessary to do so for the performance of this task.

2. How Information about you is used.

The information that you provide will be processed according to the General Data Protection Regulation 2016 and will be used for the purposes of processing your enquiry.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud (including the National Fraud Initiative) and for the purpose of auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information will be shared with other internal departments within Pembrokeshire County Council or the Auditor General Wales.

We will not make any disclosures to third parties for marketing purposes.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to process your enquiry.

3. How long do we keep hold of your information?

We will retain the information provided to us for 5 years and your information will be securely disposed of once it is no longer required.

4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Regulation 2016. To make a request for any personal information we may hold, you need to contact the team below:

Access to Records Team

Pembrokeshire County Council
County Hall
Haverfordwest
SA61 1TP

Email: accesstorecords@pembrokeshire.gov.uk

Telephone: 01437 775798

5. Your Rights.

Under the General Data Protection Regulation 2016, you have rights as an individual which you can exercise in relation to the information we hold about you:

- The right of **access** – you are entitled to request access to and a copy of, information we hold about you.
- The right to **rectification** – you have the right to ask to have your information corrected.
- The right to **restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **object** – this is not an absolute right and will depend on the reason for processing your personal information.
- The right to **not be subject to automated decision-making and profiling**.

6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. The information we collect is necessary in order for us to deal with your enquiry or to allow us to pass your enquiry to the appropriate team. If further information is required by that team, they will contact you separately.

However we are happy to provide any additional information or explanation needed in terms of the information we collect. Any requests for this should be sent to the address below:

Jo Hendy, Data Protection Officer
Pembrokeshire County Council
County Hall
Haverfordwest
SA61 1TP

Email: dataprotection@pembrokeshire.gov.uk

Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Email case worker@ico.org.uk Telephone No: 0303 123 1113

7. Changes to this privacy notice.

We keep our privacy notice under regular review.