



**WOKINGHAM  
BOROUGH COUNCIL**

## **Privacy Notice Customer Services**

This notice, in conjunction with Wokingham Borough Councils overarching privacy statement, explains when as a service we collect personal information, what we use your data for, who has access, who we share it with, and what your rights are.

### **Who are we?**

Customer Services  
Wokingham Borough Council,  
Shute End,  
Wokingham,  
Berkshire,  
RG40 1BN

### **What is the lawful basis for processing the information?**

The lawful basis for processing your information is by you making contact with the Council either through its Contact Centre, or coming into the Councils buildings and speaking with one of our receptionists. This is usually done with your consent as you are requesting a service or reporting concerns about a service that you have received.

As Customer Services handle a wide variety of enquiries they may be dealing with a request that would fall under one of our other privacy notices, for example Council Tax or Waste and Recycling Services, which will set out in them the legislation that is applicable to that service.

The legislation for Blue Badges which is handled by Customer Services are:

- Disabled Persons' Parking Badges Act 2013
- The Disabled Persons (Badges for Motor Vehicles) (England) (Amendment) Regulations 2019

### **How do we collect information from you?**

Information is collected from you as the service user via online web forms, hard copy documents, e-mail, social media, web-chat, by telephone or through face-to-face discussion. This information will be collected from either you directly as the data subject, or from a representative acting on your behalf, eg a parent providing details for a child to be signed up to the service.

### **What type of information is collected from you?**

Customer Services collects and processes a range of information about you, usually on behalf of other service areas in the council. The information is provided to enable the Council to carry out its duty and functions, provide you with a service, and continue to make service improvements.

We will collect the following information: Surname, Forename, Title, Age or Date of Birth, Address, Postcode, E-mail, Phone number and details relating to your enquiry, which on occasion can include collecting details from the special categories of data, financial information, or information about other family members.

For the application and renewal of a Disabled Blue Badge we collect the following information: Surname, Forename, Title, Date of Birth, Address, Postcode, E-mail, Phone number, National Insurance number, Proof of residency, Medical issues or confirmation of your automatic qualification, and your photograph.

You will be informed of any other data we collect, that is not listed above, orally or through email at the time of collection of the data.

### **How do we use the information you have provided?**

All information provided is used by Wokingham Borough Council for the purposes of providing you with a service. This includes, but is not exhaustive:

- Issuing you with a Disabled Parking Badge
- Monitoring use of the Blue Badge scheme
- Collection of monies owed to us by you whilst using one of our services
- Registering you for a service
- Supplying the relevant service area, or contractor, with your request to progress the service you are seeking from the Council
- Responding to enquiries, complaints, and other matters
- Providing you with updates about your requested service
- Analysing statistical data or feedback, for service improvement purposes (usually anonymised)
  - The Council will work with GovMetric to capture this data by sending out surveys via text/SMS, email, webform, or by putting you through to the survey on the phone. Participation will be voluntary. Details are included around how to unsubscribe, preventing future contact asking for feedback.

### **Who has access to the information about you?**

Your information is managed by staff employed in Customer Services. Your information may also be shared with officers from other service areas for assistance with these matters. All personal data is stored securely with our Microsoft Dynamics Customer Relation Management (CRM) system; we have in place security measures which are intended to ensure, as far as possible, the security and integrity of all personally identifiable information. For the purpose of gaining customer feedback, contact details will be captured in the GovMetric system, which may be accessed by that organisations staff (ROL Solutions Ltd.) should the Council need support with the system.

Your data is stored securely on our systems and accessed only by authorised officers of Wokingham Borough Council by using their own Username and Password all created in-line with pre-defined user credentials. Personal data is also held in electronic files on the Councils network drives. These are only accessible through personal logon credentials and access privileges to specific drives.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, and any exchanges of information carried out once we are in receipt of your data will be done securely.

Any personal data held in paper format is held in lockable filing storage, and accessed only by authorised officers, as is data held on audio or CD/DVD media. Data may be stored in paper form and is always secured in lockable cabinets when not in use. Access to Council sites is also secure requiring a person electronic pass (lanyard) to access staff only areas.

## **Who we may share your information with?**

When contacting Customer Services to gain access to Council services, your information will be shared with other Council staff to the extent required to provide you with the service you have requested. The Council shares your information with companies contracted to provide services, and so will provide information to our Contractors where necessary, however information will be provided on a strict need to know basis and only the required information needed to perform or provide the service will be supplied.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

To ensure that information is continued to be held securely and that accuracy is maintained, there will also be instances where our system suppliers will need to access individuals personal information. This will be on a strict need to know basis and all contracts have confidentiality clauses built in.

The Council will not transfer your information to countries outside the European Economic Area (EEA) unless this is necessary, and only to countries which have sufficient safeguards in place to protect information.

Information will be shared internally if required for better performance and efficiency of Council services and the welfare of individuals. The Council are working with GovMetric to carry out surveys and questionnaires for the purpose of improving the services offered and gain customer feedback.

Wokingham Borough Council may also share personal information with the police and other local authorities under Article 23 of the General Data Protection Regulations in order to prevent or detect crime.

## **How long do we store your information?**

The duration that the Council will hold information, and what happens at the end of that period, are as described within the Councils corporate retention schedule available on our website: [www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement](http://www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement)

## **Does the service utilise automated decision-making?**

When applying for a Disabled Blue Badge the application is subject to an automated scoring system.