**PRIVACY NOTICE FOR EACH SERVICE AREA**

**This is to be read in conjunction with the Council’s General Privacy Notice.**

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| **Service Area:** | | **Customer Services** | | |
| **Email address & contact details:** | | [**Customer.services@stroud.gov.uk**](mailto:Customer.services@stroud.gov.uk) – for general queries  [**Public.space@stroud.gov.uk**](mailto:Public.space@stroud.gov.uk) – for refuse and recycling queries  [**Cashiers@stroud.gov.uk**](mailto:Cashiers@stroud.gov.uk)– for remittance advices  [**foi@stroud.gov.uk**](mailto:foi@stroud.gov.uk) – Freedom of Information requests  [**complaints@stroud.gov.uk**](mailto:complaints@stroud.gov.uk) – for complaints | | |
| **Date completed or reviewed:** | | **October 2019** | | |
| **OUTLINE REASON FOR WHICH THE INFORMATION IS BEING SOUGHT:**  (i.e. the purpose for which the Personal Data is needed): | | | | |
| 1 | Refuse and recycling – container request / process missed collection reports | | | |
| 2 | Garden waste – to provide a collection service / invite for renewal annually/set up DD | | | |
| 3 | Council tax – to provide single occupier discount or move requests / set up DD | | | |
| 4 | Elections – to register on the electoral register | | | |
| 5 | Environmental Health – to report lost/found dog | | | |
| 6 | Proof of Life (foreign pension) | | | |
| 7 | Complaints – to investigate and deal with complaints | | | |
| **INFORMATION WILL BE HELD IN THE FOLLOWING FORMS:**  (e.g. electronic / paper / email form): | | | | |
| 1 | Electronic system | | | |
| 2 | Email | | | |
| 3 | Paper | | | |
| 4 |  | | | |
| 5 |  | | | |
| **THE INFORMATION WILL BE USED TO:**  (This is a reminder of the need to have a legitimate reason to process the personal data) | | | | |
| A | To meet an obligation under a contract (e.g. tenancy agreement) Garden waste | | | |
| B | To comply with a legal requirement (e.g. perform a statutory function) namely:  Refuse and recycling service  Council Tax  Electoral register  Environmental Health services | | | |
| C | A Public Task - to carry out the investigation of a complaint | | | |
| **THE TIME THE INFORMATION WILL BE HELD:**  (if different than OR not addressed in, the Document Retention Policy) | | | | |
| *Description of the information* | | | | *Period of retention* |
| Refer to document retention policy | | | |  |
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|  | | | |  |
| **WHEN & WITH WHOM THE INFORMATION WILL BE SHARED:**  (e.g. County Council Social Services department) | | | | |
| *Description of body with who the information will be shared* | | | *When will it be shared* | |
| External contractor (Ubico) for refuse and recycling requests | | | All the time – to perform statutory function and means of meeting contractual requirements | |
| Any internal service areas relevant to your enquiry eg:   * Public space for refuse and recycling, * Revenues and Benefits for council tax or benefits, * Environmental Health * Elections * Tenant services * Community Services | | | Respond to requests  Request call backs | |
| Police | | | Respond to requests | |
| MP’s Office | | | Respond to requests | |
| Gloucestershire County Council | | | Respond to requests | |
| Local Government and Social Care Ombudsman | | | Respond to requests | |
| Housing Ombudsman | | | Respond to requests | |