



Date Created: 16/10/18
Date Published: 12/11/18
Version Number: 1.00

Service Area:	Public Protection
Work Area:	Out of Hours Service
Contact Details:	01443 873770 neslic@caerphilly.gov.uk
Privacy Notice Name:	Out of Hours Control Room Privacy Notice
Description of Privacy Notice:	This privacy notice will explain how Caerphilly County Borough Council will use the information you provide when requesting emergency CCBC services via Telephone, Email or Written correspondence.

How we will use your information

Purpose and legal basis for using your information

Purpose / Legal basis for processing

Caerphilly county borough council's Out of Hours Control Room provides a point of access for the public to a wide range of emergency services provided by Caerphilly county borough council. All calls may be recorded.

The information that we collect from you will be forwarded to the relevant service area / contactor responsible for providing the service requested. Further information on how that service area will use your information including the legal basis for processing and any sharing of your information with other organisations will depend on the service required and will be available here when completed.

We may also use the information provided for statistical analysis and service improvement.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

Out of Hours Control Room.

Contractors or In-house workforce in provision of Emergency Out of Hours Service e.g.
Environmental Health
Grounds Maintenance
Housing
Highways
CCBC Premises Keyholders
Police

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the General Data Protection Regulations 2016.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

Out of Hours Control Room will retain information for 7 years in line with the Public Protection Data Retention Policy.

Call recordings may be retained for a minimum of 12 months but will be deleted after 24 months, unless they have been retained for a specific purpose.

Please click on the relevant link provided above for further details on how long the relevant service will retain your information.

Your Rights (Inc Complaints Procedure)

Your rights under the General Data Protection Regulations 2016 and Data Protection Act 2018

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability

- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

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The information that we collect from you will be forwarded to the relevant service area / service responsible for providing the service requested. Further information on how that service area will use your information including the legal basis for processing and any sharing of your information with other organisations will depend on the service required. We will retain information collected from you for 7 years in line with the Public Protection Data Retention Policy.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)