



NORTH HERTFORDSHIRE DISTRICT COUNCIL

Privacy Statement

Directorate – Customers

February 2023

The Customers Directorate consists of the following departments.

- 1) Careline
- 2) Customer Service Centre
- 3) Information Technology
- 4) Management Support Unit
- 5) Revenues and Benefits

This Privacy Statement should be read in conjunction with the [Corporate Privacy Policy](#)

- How we collect your personal data
- How we process your personal data
- With whom we may share your data
- How we store your data

1 How do we collect your personal data?

- When you apply for our products and services
- When you talk to us on the phone or in our reception
- When you use our website
- In emails and letters
- Application forms either online or paper forms
- We may receive information from landlords

2 How do we process your personal data?

We process your data using computer systems to

- 1) Set-up your service access
- 2) Administer your service account and transactions with the service
- 3) Bill you for service related products
- 4) Maintain the accuracy of data held on our systems
- 5) Provide maintenance for the equipment supplied
- 6) Keep an ongoing record of actions taken to support you in emergencies
- 7) Keep a record of communications resulting from use of the service

- 8) Inform you of products and services relating to Careline that you may find of interest.
 - 9) Analyse data to assess performance of the service.
 - 10) To administer Government support schemes such as energy support payments
- We may also share your data with other organisations as detailed in section 3 below.

If you wish to request to stop using a service and withdraw your consent for the Council to process your personal data, you can do so by completing the on-line form <http://web.north-herts.gov.uk/GDPR/> or by contacting the service department direct.

3 Sharing your personal data

We may share your data with third parties in the following circumstances:

- With Government Departments as required by law, for example the Department for Works & Pensions and Her Majesty's Customs & Excise
- With Government Departments as required such as the Department for Business, Energy and Industrial Strategy (BEIS) and Department for Levelling Up, Housing and Communities (DLUHC)
- Where the Council contracts with a third party to wholly or partly provide a particular Council service, for example
 - To install & service equipment
 - To provide emergency assistance
 - To provide welfare services
- Where any of the following apply:
 - National or public security
 - Taxation matters
 - Public health
 - Prevention & detection of crime
 - The protection of the individual, or the rights and freedoms of others
 - Breaches of ethics in regulated professions

We may share your data with other Council services where this will lead to an enhanced service being provided to you.

4 How will we store your personal data and for how long will we keep it?

Most personal data are stored within computer application systems, (including a corporate document imaging system), which are accessible only by those authorised to process the data.

A very limited amount of personal data is stored in paper files, which are securely locked when not in use.

There may be occasions where we need to transfer your personal information to countries outside the European Economic Area, (EEA) which do not provide the same level of data protections as in the UK. In these circumstances, we will take steps to ensure that your personal information is adequately protected.

The Council will retain data in accordance with its Retention Policies. These are available at: <https://www.north-herts.gov.uk/home/council-performance-and-data/data-protection-and-freedom-information/retention-schedule>