

**Privacy Notice – Customer Service survey**

This notice is provided for clarification on what information the Council needs in order to carry out a Customer Services survey. It is necessary for the Council to gather, collect, store and process personal information in order to deliver its services. The Council puts measures in place to protect the privacy of individuals throughout this process.

**Who is responsible for your information?**

All personal information is held and processed by Blaenau Gwent County Borough Council in accordance with Data Protection legislation. For information on the role of the Data Controller, Data Protection Officer and Contact Details for the Council, please refer to the ‘Data Protection’ page of the Council’s website:

[https://blaenau-gwent.gov.uk/en/Council/data-protection-foi/data-protection-act/](https://blaenau-gwent.gov.uk/en/council/data-protection-foi/data-protection-act/)

**What Information do we need?**

Blaenau Gwent County Borough Council will collect personal information about you, and if necessary, your family and other parties. This information will include:

* Details about you, such as, your name, address, telephone number, email address, date of birth;
* Other relevant information needed to satisfy the survey requirements, such as a description of why the information is required;

We may check some of the information with other sources to ensure the information you have provided is accurate.

**Why do we need your information?**

This information is required by the Council in order to identify where we can make improvements to our services and to carry out its statutory functions.

**Who will we share your information with?**

To enable the Council to carry out the survey and comply with our legal obligations, we will share your information with Perago who have been commissioned to carry out the survey on behalf of Blaenau Gwent County Borough Council.

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

In order to comply with GDPR, personal data shall only be processed where a condition is met under article 6 of the legislation.

In this case, the lawful basis for processing is:

* A legal obligation that requires us to process your personal information
* Carrying out a public task, for instance, performing our safeguarding role, planning or waste services function.

**How long do we keep your information?**

The Council will only keep your information for as long as necessary. Full details of how long the Council retains your information can be obtained by contacting the relevant Department responsible for the services you require.

Council contact centre: [info@blaenau-gwent.gov.uk](mailto:info@blaenau-gwent.gov.uk) / 01495 311556.

**Providing accurate information**

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.