

Privacy Notice relating to the Customer Behaviour Policy

This notice sets out how Eastleigh Borough Council (the Council) processes and protects any personal data collected in accordance with the Customer Behaviour Policy.

The Council is committed to protecting and respecting the privacy of your personal data. As a registered Data Controller (Reg. no. Z7118863) we comply with the General Data Protection Regulations 2018 (GDPR) and Data Protection Act 2018 (DPA). Our full privacy notice can be found at www.eastleigh.gov.uk/privacy.

Why do we need your personal information?

Categories of personal data we may store and process include:	Purpose for storing and processing your personal data:
<ul style="list-style-type: none">- Name- Address- Contact details (telephone number, email address)- Details of interactions and/or incidents with Council Officers where unacceptable behaviour may have occurred	<ul style="list-style-type: none">- To safeguard employees when carrying out their duties- To improve or enhance interactions between customers and the Council
Who we may share your data with includes but is not limited to:	<ul style="list-style-type: none">- Council Officers (including Customer Services Officers)- Management- Other departments (where access is deemed necessary to achieve the above purposes)- Police
Lawful basis for storing and processing your personal data:	<ul style="list-style-type: none">- Article 6(1)(c) – legal obligation- Article 6 (1)(e) – public task
Lawful basis for storing and processing your special personal data:	N/A

Who we might share your information with

Your personal information will be treated as confidential, but it may be shared with other Council services in order to provide services, meet our legal obligations as a Local Authority, ensure our records are accurate and up-to-date and improve the standard of the services we deliver. It may also be shared with external organisations involved in delivering services on our behalf where the Council has a lawful basis to do so. We will only use your information in ways which are permitted by the GDPR and the DPA.

- The Council has a duty to protect the public funds it administers and may use the information you have provided or share it with other bodies for the

purpose of preventing and detecting fraud. This includes participation in the Cabinet Office [National Fraud Initiative](#).

- We will NOT use your personal data for marketing products or services.

In the course of conducting our business, we may from time to time conduct voluntary surveys to collect information about how our services are performing, what improvements we could make and other information about the demographics and make-up of the borough. Only statistical information is ever shared, used or analysed from these surveys.

[How long we keep your data](#)

We retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements, or to fulfil statutory obligations. Full information regarding retention periods for the different types of data can be found on our website in our [retention and disposal](#) schedule.

[Data Protection Officer](#)

If you wish to ask us anything about data protection, ask for a copy of your data or you have a complaint about how we have used or protected your data, you can contact our Data Protection Officer at:

Data Protection Officer
Eastleigh Borough Council

Eastleigh House

Upper Market Street

Eastleigh SO50 9YN

Email: DP@eastleigh.gov.uk

For more information on Data Protection in general, or if you wish to make a complaint relating to how your personal data has been used, please contact:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AX

Website: www.ico.org.uk

Email: casework@ico.org.uk