

Customer Services

Customer Services collates information on behalf of the service area that actions the enquiry / information. The data that gets collated is in accordance with the privacy notice of the respective service area.

The retention of the data that is provided to Customer Services is also determined by the relevant service area - through investigation of the initial enquiry, the data will then be transferred to the relevant service area. The service area will then determine its retention period using Oadby and Wigston Borough Council's retention policy.

The information will remain within the customer management system that is UK GDPR compliant. Where data is transferred to a relevant service area, this data may then be stored on their respective systems.

The information and personal data that you provide to Customer Services will be processed by Oadby and Wigston Council, which is the 'data controller' for the purposes of the Data Protection Act.

The information that you provide to Customer Services, including personal data, will be used to deal with your enquiry.

Customer Service Survey only: Survey results will be stored without data identifying a specific customer - the outcome will be saved and used to shape the department/organisation. The specifics of any personal data will be disposed of.

Information collected:

- Name
- Address
- Date of Birth (only where necessary)
- Contact details
- Telephone number(s)
- Email Address

Agencies we might share the information with:

- Police
- Regulatory bodies
- Government bodies
- Service improvement schemes – IE Investor in people.
- Judicial Agencies
- Internal Council Departments



- Other local authorities
- Elected members

Purpose for processing:

- Service delivery
- Safety provision
- Service planning / improvement
- Prevention and detection of crime / fraud
- Statutory requirements
- Regulatory and enforcement functions
- Research

Lawful basis for processing:

- Public task or/and:
- Consent

