



From mountain to sea

Privacy Notice

The Data Controller of the information being collected is Aberdeenshire Council.

The Data Protection Officer can be contacted at Town House, 34 Low Street, Banff, AB45 1AY.

Email: dataprotection@aberdeenshire.gov.uk

Your information is being collected to use for the following purposes:

- The delivery of front-line service requests via Aberdeenshire Council's corporate telephony Contact Centre and via Aberdeenshire Council's face to face Service Points

Your information is:

Being collected by Aberdeenshire Council	X
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The Legal Basis for collecting the information is:

Personal Data		Special categories of personal data	
Legal Obligations	X	Processing is necessary for reasons of substantial public interest	X

- To comply with the Local Government Finance Act 1992 legislation when delivering Council Tax services to customers at first point of contact
- To comply with the Housing (Scotland) Act 2014 legislation when delivering Housing services to customers at first point of contact
- To comply with Scottish Public Services Ombudsman (SPSO) Act 2002 legislation, around registering complaints/comments/compliments at first point of contact
- To comply with the Social Work (Scotland) Act 1968 legislation around the arrangement of any services



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Personal Data		Special categories of personal data	
Task carried out in the Public Interest	X	Processing is necessary for reasons of substantial public interest	X

- To provide support, advice and deliver services to customers at first point of contact
- To create record of customer requests for audit purposes, and provide full history of services delivered to customers
- Liaising with service colleagues and partner organisations, as required
- General communication with customers

Where the Legal Basis for processing is either Performance of a Contract or Legal Obligation, please note the following consequences of failure to provide the information:

If you fail to provide the correct information at first point, then Aberdeenshire Council may not be in a position to process your request appropriately, and this may have implications in accessing the services required.



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Your information may be shared with the following recipients or categories of recipient:

Council colleagues throughout services - i.e. Business Services, Education & Children's Services, Infrastructure Services, Health & Social Care and Chief Executive - dependent on the area of request. Prescriptive service list taken at first point of contact by Customer Services is as follows:

- Benefits – verification of documentation
- Blue Badges
- Council Tax
- Crisis Grants – receipt & issue of applications, issue of vouchers within Service Points only
- Elections
- Education – general enquiries
- Entitlement Cards
- General Enquiries
- Green Dog Walkers signups and issue dog bags within Service Points only
- Housing
- Job Applications
- Lair Ornamentation
- Landlord Registration – issue and receipt of forms within Service
- Landscape Services
- Licensing – taxi and personal licence checks
- Myaccount enquiries
- Planning – general enquiries
- Public Conveniences
- Recruitment – verifying ID of successful applicants in Service Points only
- Registration – booking appointments in Service Points only
- Roads
- School Meals
- Set up wi-fi guest access within Service Points only
- Social Care
- TaxiCards
- Town Hall keys in Banff & Huntly – receipt and issue in Service Points only
- Waste

Councillors & MSPs (where third party agreement is in place by customers)

Relative of customers (again where third party agreement is in place by customers and relevant authentication levels have been completed).

We will ask you during any contact if you would like to undertake a satisfaction survey around your service provision.



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Your information will be transferred to or stored in the following countries and the following safeguards are in place:

Not applicable

The retention period for the data is:

The Council will hold information for one year from the date the customer request was recorded.

The following automated decision-making, including profiling, will be undertaken:

Not applicable

Please note that you have the following rights:

- to withdraw consent at any time, where the Legal Basis specified above is Consent;
- to lodge a complaint with the Information Commissioner's Office (after raising the issue with the Data Protection Officer first);
- to request access to your personal data;
- to object, where the legal basis specified above is:
 - (i) Performance of a Public Task; or
 - (ii) Legitimate Interests.
- to data portability, where the legal basis specified above is:
 - (i) Consent; or
 - (ii) Performance of a Contract;
- to request rectification or erasure of your personal data, as so far as the legislation permits.