



## **THE JOINT CUSTOMER CONTACT DATABASE - YOUR RIGHT TO KNOW**

Your details will be entered into a customer contact database and will be available to council staff so you won't have to give us the same information each time you visit or call us.

### **Why are the councils sharing my information?**

By working with Southwest One the councils are developing a new way to provide services and this involves using a shared customer contact database to improve service delivery to you.

We need to share your information because:

- It provides us with contact information that saves you having to repeat the same information to different sections of both councils, other relevant agencies and contractors who provide services on behalf of both councils.
- It allows us to provide a better service to you and co-ordinate what we can do for you.
- It allows us to undertake statutory functions more efficiently and effectively and helps us prevent and detect fraud and corruption.
- It helps us to build up a picture of how we are performing at delivering services to you, improve the quality of those services and plan for future service developments.

### **What is a Customer Contact Database and why do the councils need my information?**

The main benefit of a joint customer contact database is to help both councils realise their vision of "seamless delivery of joined-up public services to benefit the customer" and enable them to accept service requests for each other and reduce duplication.

The joint customer contact database enables customer service advisers to capture information in a consistent manner. It also allows advisers to access supporting information on both council systems and to resolve the routing of service requests at first point of contact.

The joint customer contact database has inbuilt controls designed to ensure that access is shared only on a need to know basis. Information is only shared between partners, their contractors, and those public bodies and voluntary organisations that need particular information in order to deliver the services that they are contracted for on behalf of either council.

### **What information will be recorded and shared?**

The details recorded will depend on the nature of your enquiry. For example, if you are just asking a straightforward question such as “What are the opening hours of the Council Offices?” then there will be no need to record any of your details. On the other hand, if you ask “Can I have a new garden waste bin?” we will need to ask you for some contact and service type details so that we can process your request. Your name, address and contact telephone number will normally be requested for most services.

Occasionally further details such as date of birth and other information may be needed for more detailed services such as Housing or Council Tax benefits. The information you give us will be recorded on the Council’s joint customer contact database.

The benefit of this is that once an enquiry is made with either Council about a service and details are provided such as name, address and telephone number, it will help to identify you in future should you need to contact us again.

To make sure everyone has fair and equal access to our services, we may also record your ethnic origin and preferred language, but this is held and used for monitoring purposes.

Details about the service you require will mostly be held on other service-specific databases. Any **sensitive personal** data will only be recorded with your explicit and opt in consent and will not be shared with third parties without your permission unless the law permits such use for other reasons.

### **Who will you share my details with?**

We may share your details with organisations such as:

Somerset County Council

Taunton Deane Borough Council

Voluntary sector Organisations

Governmental / Public Sector Organisations where their purposes don't conflict with the original purpose.

Commercial sector, but only in connection with provision of Council services.

This is a general list but gives you an example of the kinds of organisations / bodies your information might be shared with. We will only share your details when it is necessary to provide you with the services you request or where the law permits us to do so.

**How will you ensure that other organisations you share my information with will keep it secure?**

- We may pass your **personal data** onto the people who provide services on behalf of the council. These providers are obliged by agreements or contracts and the law to keep your personal details secure and use them only to provide your services. Once your service need has been dealt with or the case has been closed, they will dispose of the details in accordance with our retention / disposal instructions.

Before we share your information with our partner organisations we will make sure they agree to use your information responsibly, keep it securely and only use it for the services that you need. You can tell us that you do not want us to pass your personal information onto another organisation at any time. However you should be aware that sometimes the law will require us to share personal information about you. Where the law doesn't apply and you don't consent then this may delay or prevent you getting the help or service that you need from us.

**What will it mean if I give my permission for you to share my details?**

Our joint customer contact database means that you will be able make enquiries or request a service from your local Council by contacting either Somerset County Council or Taunton Deane Borough Council. If you would prefer your personal details not to be shared, it may mean that you have to

contact various organisations and parts of both Councils on separate occasions and provide the same information each time.

You could benefit from help from other internal departments or external organisations that we work with. For example, if you are receiving certain benefits you might be entitled to help in other ways. By using the joined up service and sharing your details, we may be able to offer you all the services you might need from one point of contact and save you having to provide the same information several times.

We may also write to you from time to time to tell you about related services or of information that might be of interest to you, but please be assured that we will not sell or pass your details to any third parties for marketing or sales purposes.

### **What if I don't give my permission?**

You are within your rights (see earlier) to say that you do not want us to share your personal information with other another organisation at any time unless the law allows us to. If you have not given your permission for us to share your details, your record in the customer contact database will be marked accordingly and only the council where you live will be able to see your information. If you do not give your permission initially, you can always change your mind later.

You should be aware that, if we are unable to share your details with other organisations or internally with other departments within both councils that might be able to help you, this could delay the delivery of services to you.

### **How long will my permission last?**

Your permission will last for as long as you live in the local authority area and you are using our services, or until you withdraw it. It is important that you tell us as soon as possible if you move out of the area so that we can delete your details from our system. We will do this in accordance with our published records management policy.

### **Can you share my details without my permission?**

Sometimes we have to share information about you without asking your permission where the law requires us to do so or in the following cases:

- for legal proceedings, when a court order is made

- to assist in a criminal investigation
- if someone is at serious risk (usually means a life or death situation)

### **Can I see the information held about me?**

You can apply to either council for access to the personal information they hold about you. This is called a subject access request under section 7 of the Data Protection Act 1998. There is more information about this on both our websites and the contact details are as follows:-

The Data Protection Officer  
Somerset County Council  
County Hall  
Taunton  
TA1 4DY

**Email:** [Informationgovernance@somerset.gov.uk](mailto:Informationgovernance@somerset.gov.uk)

**Tel:** 0845 3459166

---

The Data Protection Officer  
Taunton Deane Borough Council  
The Deane House  
Belvedere Road  
Taunton  
TA1 1HE

**Email:** [dataprotection@tauntondeane.gov.uk](mailto:dataprotection@tauntondeane.gov.uk)

**Tel:** 01823 356417

### **How can I find out more about the way in which the councils process my information?**

If you would like to know more about how the councils process your information then please contact either of the Council's Data Protection Officers as detailed above.