

Your Privacy Information.

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

Your Information

This Privacy Information relates to the personal information we have collected from **you during your recent telephone call to us requesting that your lift/stair lift is repaired.**

We have made sure we will use your information according to the UK Data Protection laws by establishing the condition of **your consent. That is by contacting us and requesting this service you are giving your consent for us to use your personal data for the sole purpose of providing the service.**

How we'll use your information

We'll use your information to provide the above service you have requested whilst complying with the established lawful conditions.

Who we can share your information with

In order to provide the service you required we will share your information with the following:

- **The relevant Council department and**
- **PRISM Medical, who will actually perform the repair on our behalf**

We may also share your information with others outside of the Council e.g. regulators and other public organisations for the detection and prevention of crime.

How long we'll keep your information

We'll keep your information for as long as there is a repair obligation upon us or you remove your consent to process your data for this purpose. We may retain anonymised information about the service we provided to help us improve our services in the future.

Transferring your information overseas

Your information is not transferred and stored in countries outside the European Economic Area (EEA) or the UK for the provision of this service.

Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it. If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us

at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email casework@ico.org.uk.