

# Privacy Notice for Out of Hours Service

## Service description

Dover District Council is a controller under UK GDPR. It is necessary for the Council to collect and process your personal information to provide the out-of-hours service.

## Processing Activity

Calls will be received by operators when you call the out-of-hours service. They will complete a service request form detailing who you are and what the emergency is. This information is required to deal with your request and for service departments during working hours to follow up on calls and to ensure we are meeting our customer service objectives.

## Information requirements

This personal information we process may include your:

- Name
- Address
- Telephone Number
- Email Address
- Date of birth
- Gender
- Voice

Our **lawful basis** for processing your personal information is:

- UK GDPR Article 6. (1)(e) For the performance of a task carried out in the public interest.

## Data Processors

Processors collect and use personal information under our instruction and on our behalf to provide services. We will need to supply your information to these organisations in order to supply a service to you.

The Council uses Microsoft 365 for emails, data storage and communications using the following of its applications:

- Outlook
- Teams
- SharePoint
- Lists

Depending on the nature of the request and the department in which it relates, information about your request may be stored on another Council department system. If you would like to find out more information, please see our privacy page at [www.dover.gov.uk/privacy](http://www.dover.gov.uk/privacy).

## Data sharing

Following your request we will need to share the relevant information with the service area in which your request relates. We only collect and share the minimum amount of information that is necessary to fulfil your request.

We will not pass on any personal information to an external agency.

## **Retention**

Information about the service request and personal data will be recorded electronically through SharePoint with a retention period of 18 months.

You can view our [retention schedules](#) for more information.

## **Further information**

Please refer to our Corporate Privacy Notice at [www.dover.gov.uk/privacy](http://www.dover.gov.uk/privacy) for further details of how we process your personal information and your rights. This is also available in other formats (e.g., print).