

# Telephone call recording – Privacy Notice

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Version: 2

Review/Revision date: October 2026

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# Your privacy and how we use your information

Southend-on-Sea City Council is committed to protecting your privacy when you use our services. We are the data controller, this means we control how your personal information is processed and for what purposes.

The Privacy Notice below explains how we use information about you collected by our telephony service and how we protect your privacy.

We have a Data Protection Officer who makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer at [Dataprotection@southend.gov.uk](mailto:Dataprotection@southend.gov.uk) or by calling 01702 215000 and asking to speak to the Data Protection Officer.

## What personal information do we collect?

The information we collect about you in our telephone calls may vary depending on the nature of your enquiry but may include; Name, Address, telephone number, date of birth, e-mail address. In some circumstances it may be necessary to ask for some sensitive personal data, for example financial information. The information is requested in order for us to assist you with your enquiry.

## Why do we need your personal information?

The legal basis allowing us to process your data will vary, depending on your specific enquiry, but will predominantly be under the public task category of the Data Protection Act where the processing of your personal data is necessary to carry out a function or task.

## How much information are we collecting about you?

We will only collect the personal information that we require in order to assist you with your enquiry.

## Who might we share your information with?

We appreciate you have provided your information to us and may not want us to share it with others.

However sometimes it is necessary for us to do so.

We only share your information where we are permitted or required to by law, or where you have requested us to do so.

The personal information will be used by the Council's appropriate service. This information may also be shared with;

- External agencies like the police, fire service or other Councils
- Any person or organisation where we are required to because of a court order, legal duty or statutory obligation

Information may also be shared to ensure that we are carrying out our duty to protect the public funds and used for the detection of fraud.

## How long do we keep your personal information?

The personal information we collect will be retained for 3 months after the completion of the telephone call. It will then be erased securely and in line with organisational processes and protocols.

## Keeping your information secure

- We make every effort to keep your information safe:
- We take appropriate care to secure the information we hold about you
- We have robust technical security such as passwords and information encryption
- We have policies and procedures to make sure your information is only available to our employees who need to see it to do their job, and we train these employees appropriately.
- We establish robust procedures and contracts to extend these protections to any other person or organisation we made need to give your information to.

## Transfer of information abroad

The majority of the personal information we store is held on systems in the UK. But there are some occasions where your information may leave the UK either in order to get to another organisation or if it is stored in a system outside of the EU.

We will have additional protections on your information if it leaves the UK ranging from secure ways of transferring information to ensuring we have a robust contract in place with that third party.

We will take all practical steps to make sure your personal information is not sent to a country that is not seen as 'safe' either by the UK or EU Governments.

## Who can you contact about data protection and your rights?

As a data subject you have a number of rights with regards to your personal data such as access to your data. To find out more about these rights and how to exercise them you can email the Data Protection officer for Southend City Council at [dataprotection@southend.gov.uk](mailto:dataprotection@southend.gov.uk).

For independent advice about data protection, privacy and data sharing issues or to lodge a complaint about how we have handled your information you can contact the Information Commissioner's Office (ICO) at:

You can visit [www.ico.org.uk](http://www.ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk)

Alternatively you can write or telephone: 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.

For the full Southend-on-Sea City Council Privacy Notice which gives more detail on your rights and how we use your information please visit; [www.southend.gov.uk/privacynotice](http://www.southend.gov.uk/privacynotice)