

Corona Virus Action Telephone Line - Your privacy and how we use your information

This privacy notice explains how Southend on Sea Borough Council (as a Data Controller) will collect, use, share and protect personal data specifically regarding the Corona Virus Action Telephone Line which has been set up during the Covid-19 (Coronavirus) Pandemic.

The privacy notice below explains how we use information about you collected by our telephony service for the Corona Virus Action telephone line and how we protect your privacy.

What personal information do we collect?

The information we collect about you in our telephone calls may include; Email address, full name, date of birth, address, telephone number, next of kin, details, health conditions, immunity-related conditions, allergies or other illnesses (this is to deploy individuals that may not be suitable to assist on front line help during the covid-19 outbreak), name of GP, dietary or religious requirements and details of the person who is making the referral (if you are referred by someone else)

Why we need your personal information, how much we will collect, on what basis are we allowed to and who we may share it with

The information we collect about you as an individual will be for us to provide you with the support you need. This is for us to provide the service or task needed for the individual that requires it during the pandemic.

You will have provided us permission to collect and share this information within the telephone call and this will be recorded on our systems.

Information that will be shared will be limited to what we need to be able to provide the service or task for the individual in need or for the organisation to contact you to help provide the service.

The personal information will be shared with Southend Association of Voluntary Services (SAVS), South Essex Community Hub (SECH) and specific local or voluntary organisation who can match the need with the offer required. SAVS will also store this information on a Customer Relationship Management system in order to be able to coordinate the services needed.

How long do we keep your personal information?

The information collected will be retained for as long as we need it to provide the service or contact with individuals and no longer than is necessary. It will then be erased securely and in line with each organisation's retention processes and protocols.

You can view the Council's main privacy notice at <https://www.southend.gov.uk/privacynotice>