

**Report of the Deputy Chief Executive****GDPR TELEPHONE MESSAGE**1. Purpose of report

To inform the committee of the legal requirement to include a statement regarding how the Council will handle personal data under the General Data Protection Regulation, which is included when calling the Council's main switchboard.

2. Detail

On 25 May 2018, the General Data Protection Regulation (GDPR) took effect. The new regulation requires organisations to give individuals certain information about how their personal data is collected and used. This must be done using a privacy notice.

A privacy notice is a document or recording that organisations give to individuals that describes the way their personal data is being collected and used. It also provides details to individuals about how they can exercise their rights under GDPR. It has two aims: to promote transparency and to give individuals more control over the way their data is used.

The Council has investigated how other Local Authorities in the area have utilised their own recorded privacy notice. This has identified five Council's, including Broxtowe Borough Council, in the Nottinghamshire area that have a similar message when telephoning their main switchboard number. The Council is also aware that one of those Local Authorities not currently providing a recorded privacy notice intends to correct this in the near future to ensure they are complying with their legal responsibilities.

The following Nottinghamshire Local Authorities have followed the same approach as Broxtowe Borough Council:

- Nottinghamshire County Council
- Rushcliffe Borough Council
- Newark and Sherwood District Council
- Ashfield District Council

The appendix details Broxtowe Borough Council and all the above Council's telephone messages.

**Recommendation**

**The Committee is asked to NOTE the report.**

Background papers

Nil

## APPENDIX

**GDPR Telephone Statements**  
**Broxtowe Borough Council; 0115 917777**

*Length of welcome message:* 1 Minute

“Hello and Welcome to Broxtowe Borough Council. Thank you for your call. Any personal information provided will be handled in accordance with the General Data Protection Regulations and any associated legislation. For further information about how we will use your personal data can be found on our website.

If you know the extension number you require please dial it now, or hold for other options. You can also visit our website at [www.broxtowe.gov.uk](http://www.broxtowe.gov.uk).

For Telephone Payments, please press 1. If you calling about council tax, press 2. For benefits, press 4. For Waste and recycling, press 4. For housing repairs, press 5. To hear these options again press \* or for all other services or to speak to one of the switchboard team please press 0.”

**Nottingham County Council; 0300 500 8080**

*Length of welcome message:* 1 minute 20 Seconds

“Welcome to Nottinghamshire County Council, our calls are recorded for monitoring and training purposes. Nottinghamshire County Council cares about our responsibility for the information you share with us and we would like to make you aware of our privacy statement, this can be accessed online at [www.nottinghamshire.gov.uk/privacy](http://www.nottinghamshire.gov.uk/privacy) but if you would like to hear more please press 0, however, if you wish to continue with your enquiry now please chose from one of the following options.

If you are a health or social care professional calling about adult social care, not including safe guarding matters, press 1. For adult enquires including carers, care payments, blue badges, occupational therapy and social care, press 2. For services relating to children and families including social care, schools, fostering or adoption and libraries, press 3. For births, deaths and marriages, press 4. And for roads and pavements, transport, waste and bus passes, press 5. For all other enquires press 6.”

**Rushcliffe Borough Council; 0115 9819911**

*Length of welcome message:* 38 Seconds

“Welcome to Rushcliffe Borough Council. Thank you for your call. Any personal information provided will be handled in accordance with the General Data Protection Regulation and any associated legislation. Further information about how we will use your personal data can be found on our website at [www.rushcliffe.gov.uk/privacy](http://www.rushcliffe.gov.uk/privacy).

If your call is regarding council tax or benefits please press option 1, for all other enquires please hold.”

**Newark and Sheffield District Council; 01636 650000**

*Length of welcome message:* 58 Seconds

“Welcome to Newark and Sherwood District Council. Making Newark and Sherwood cleaner, safer and greener. A place we are all proud of. Please be advised any personal information you provide during your conversation will be handled in

accordance with the council's responsibilities under the General Data Protection Regulation and any associated legislation. Further information can be found in our published privacy notice at [www.newark-sherwooddc.gov.uk/yourcouncil/privacy](http://www.newark-sherwooddc.gov.uk/yourcouncil/privacy) or by pressing option 7.

For all payment options, please press option 2. For benefit enquiries, press option 3. For council tax, business rates or to discuss an overpaid housing benefit invoice, press option 4. For Newark and Sherwood homes including repairs, rent and lifeline, press option 5. For waste and recycling, press option 6 and for all other enquiries or if you do not have a touch screen phone, please hold."

**Ashfield District Council; 01623 450000**

Length of welcome message: 1 Minute 12 Seconds

"Welcome to Ashfield District Council. Please note your call may be recorded to improve the quality of service we provide. For information about how the council may use your data and to learn more about your rights please see the councils privacy statement at [www.ashfield.gov.uk/privacy](http://www.ashfield.gov.uk/privacy). If you are calling for assistance in accessing our services because of health or disability issues. Please press 0 on your keyboard. To speak to someone about council house repairs, please press 1. For council tax and benefits please, press 2. For waste and recycling including cleansing issues such as littering or fly tipping, press 3. For antisocial behaviour, issues with your landlord or concerns relating to environmental health, press 4. For pest control, press 5. For any other enquires or switchboard, please press 6."