



# Blackburn with Darwen Council Privacy Notice

## Service area

Children's Services, Early Years Development and Childcare Team  
Meeting/Phone Call Recordings

This Privacy Notice explains why and how we record information. We will review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

## Who we are and what we do

Blackburn with Darwen Borough Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under the Data Protection Act. We are a public authority and have a nominated Data Protection Officer.

## What type of personal information do we collect?

Our ICO registration entry describes in general terms the purposes, the categories of personal data and the categories of the recipients – see entry [Z6166514](#). This entry applies to council staff and members of the public. For further details, see service specific privacy notices.

## Why we need to record information

We need to record information for staff assistance purposes, in order to:

- deliver public services.
- allow us to undertake statutory functions efficiently and effectively.
- make sure we meet our statutory obligations including those related to diversity and equalities.

We may not be able to provide you with a product or service unless we have your permission to record.

## How we use your information

We will use the recordings in a manner that conforms to the Data Protection legislation. Recordings will assist in keeping your information accurate and up to date. This will not be kept for longer than necessary. In some instances, the law sets the length of time information has to be kept.

In general, we process your information for the following purposes:

- for the service you requested.
- to allow us to be able to communicate and provide services and benefits appropriate to your needs.
- to ensure that we meet our legal obligations.
- where necessary for the law enforcement functions.

We will not pass any recordings on to third parties, other than for a legal requirement, and will only do so, where possible, after we have ensured that sufficient steps have been taken to protect the personal data by the recipient. We do not sell your information to any organisation.

We will not disclose any information that you provide 'in confidence' to us, to anyone else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk. You will be told about this.

### **Information sharing**

We may disclose information to other partners where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

We may disclose information when necessary to prevent risk of harm to an individual.

At no time will the recordings be passed to organisations external to us and our partners, for marketing or sales purposes or for any commercial use.

We will provide further information of what information is shared with other organisations on data collection forms, service specific privacy notices and sharing agreements. [These agreements can be found on our 'sharing your information' page and related links.](#)

### **Communication with the Council**

*Telephone calls, face to face conversations, face to face meetings, online meetings*

We will inform prior to recording any telephone calls, face-to-face conversations, face-to-face meetings and online meetings. Communication made direct to or from, Children's Services may be recorded and kept for:

One week from the date of communication. If the call is transferred to another member of staff, the recording stops.

The communication may be transcribed. The transcription record will kept for one week from the date of the recording.

Recordings will be used for staff assistance purposes.

### **How long your information will be held**

We will not keep your information any longer than needed to provide the services you require. We may keep your data longer if we need to retain it for legal, regulatory or best practice reasons. We will tell you in our service specific privacy notices of the retention period that applies.

### **How we protect your information**

The information you provide will be subject to rigorous measures and procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't be allowed to see or hear it.

We have a comprehensive set of Information and Security policies. These define our commitments and responsibilities to your privacy and cover a range of information and

technology security areas. We provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly.

We conduct assessments of privacy when making changes to processes or systems that hold your personal data. We assess the technical security of our systems and supplier systems.

We will not keep your information longer than it is needed or where the law states how long this should be kept. We will delete any electronic personal information in a secure way.

We will investigate data incidents where we have found that your personal information may have or has been disclosed inappropriately and attempt to recover any data. We will inform you unless we decide it would present a risk to you and inform the authorities such as Police, Information Commissioner or NHS where required.

## **Your information rights**

In general, you have the right to object to the recording of telephone calls, face to face conversations, face to face meetings and online meetings.

Where possible we will seek to comply with your request but we may be required to record information to comply with a legal obligation or as a public task.

## **Contact information**

If you have any concerns or comments please contact the Council's Data Protection Officer directly:

Information Governance team,  
Blackburn with Darwen Borough Council,  
Town Hall,  
King William Street  
Blackburn,  
BB1 7DY

Telephone: 01254 585852

Email: [accesstoinformation@blackburn.gov.uk](mailto:accesstoinformation@blackburn.gov.uk)

## **How to complain**

If you wish to complain about your personal data privacy or information rights please contact the service in the first instance or our [Corporate Complaints team](#).

If you wish to raise the matter directly with the Data Protection Officer, use the contact details above.

You have the right to complain to the supervisory authority – the Information Commissioner's Office (ICO). The ICO is an independent body set up to uphold information rights in the UK. They can also provide advice and guidance and can be contacted [through their website](#) or their helpline on 0303 123 1113, or in writing to:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,

Cheshire,  
SK9 5AF



