















	Customer Complaints & Enquiries	Is the data collected direct from the citizen?	Is the data about the citizen collected from a third party?
Why we collect information about you? What is the legal basis for us collecting your information?	To be able to respond to correspondence, enquiries and approaches to the Council Consent – Information provided by customer and correspondents to process their requests.		
What information do we collect about you?	Name, address, e-mail address, telephone number, reference number and other personal details and circumstances, which correspondents feel we need to know to be able to deal with their request.		
Who do we share the information with?	The correspondence or enquiry may be referred to the relevant service or partner (e.g. Civica/AMEY) or third party depending on the content.		
Is any information transferred to or stored in servers based outside the European Economic Area?	No		
How long do we keep your information?	Routine responses on Council actions, policy or procedures – 2 years Detailed responses on Council actions, policy or procedures – 6 years		
Who do we collect information from?	Directly from the Customer		
What are the consequences if we don't collect the data?	Depending on the content of the correspondence, approach or enquiry we may not be able to identify the customer and resolve their request.		
Are any decision about you made by automatic means?	No	