

Customer Services

Why we collect information about you?

We need to take your contact details in order for us to provide services to our customers for all general enquiries such as reporting missed bins, ordering new bins, arranging household collections, organising assisted collections, implementing garden waste subscriptions, renewals, cancellations, and payments, pest control, planning support, environmental services, licensing and any other council service.

What information do we collect about you?

We collect your contact details such as name, address, telephone number and email addresses to enable us to provide services to you. We also take account numbers & reference numbers if we are taking a payment on your behalf.

Your bank details are needed from you if a payment is required for example council tax, invoices, permits & paying for bins but this is with your consent only.

Telephone calls maybe recorded or monitored for training purposes or to handle your enquiry.

We use CCTV in our customer reception for the interests of public safety, for the prevention and detection of crime and disorder and for the protection of the rights and freedoms of others.

We shall normally retain footage for no longer than 60 days. Where footage is required for the purposes of prosecution of an offence or to defend legal claims, a copy will be made and stored securely and retained for as long as is necessary in accordance with the council's retention schedule.

Who do we share the information with?

To provide our services to you we may share information with the following:

- Urbaser for Recycling, Refuse and Waste enquiries.
 - Civica as partners who provide services for council tax, housing benefit and business rates and IT.
 - Gloucestershire County Council for recruitment, HR purposes and any county provided service.
 - Capita – Payment system for the Council uses to take all payments.
 - Local Government Ombudsman
 - Other local authorities or regulatory boards
 - Stroud District Council Building Control as part of a shared service.
 - Falconry Services for pest control.
 - Worcestershire Regulatory Service
 - Amica24 for out of hours
 - Homeseeker Plus
 - Aspire
 - Any City Council departments.
 - Environment Agency
 - MiPermits
 - 3GS
 - Saba Parking Services
 - Gloucestershire Police, Fire and Ambulance
 - City Safe
 - Emergency utility companies
 - CAB, Samaritans, DWP and other support agencies.
 - Green Fields – emergency tree.
 - Gloucester Quays
 - River Trust
 - Electoral Registration Officer
 - Gloucester Foodbank
 - Trussell Trust
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Is any information transferred to or stored on servers based outside the European Economic Area?

Information is stored in the UK and the EU only.

How long do we keep your information?

We keep customers contact details in line with our retention schedule depending on the nature of your enquiry. The retention schedule is available under the documents heading on the Data Protection web page.

Telephone calls that are recorded will be retained for 14 days unless they are required for an ongoing complaint/investigation or to be used for training.

Who do we collect information from?

Information held on our system is provided by you when requiring a service from Customer Services. Occasionally, if we are taking a payment we would need to consult our internal revenues system for an account number if it has not been provided to ensure payments are allocated to the right account. We may also ask third parties for information about you to verify details depending on the nature of your enquiry.

We may take information for advocacy services, attorneys or representatives.

What are the consequences if we do not collect the data?

We would be unable to provide the majority of our services if we did not collect your contact details.

Are any decisions about you made by automatic means?

No automated decisions are made about you.
