

Customer Support Privacy Notice

For details on how each service manages your information, to view the council's full privacy notice or to find out about your information rights go to www.exeter.gov.uk/DataProtection or speak to an advisor.

How the Customer Support team uses your personal information

We offer a number of services in our Customer Support Centre and use your personal information so that we can answer your questions and deal with your enquiries.

The reason we are required to do this depends on the nature of your enquiry, but will fall under one of the following:

- **Consent:** you have given clear consent for us to process your personal data for a specific purpose.
- **Contract:** the processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract.
- **Legal obligation:** the processing is necessary for us to comply with the law (not including contractual obligations).
- **Vital interests:** the processing is necessary to protect someone's life.
- **Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions and the task or function has a clear basis in law.

What we will do with your data

Your personal information will be held and used by the Council. There may be certain circumstances where we share your information with other people or organisations. We will usually try to tell you about this and will only do so according to the General Data Protection Regulation. Further details can be found in the various services' privacy notices at www.exeter.gov.uk/DataProtection

How long will we keep your information?

Our Corporate Retention and Disposal Policy sets out how long we are required to keep your information for. When we no longer need to keep it we will destroy it or archive it.

What will happen if you don't provide your personal information?

If you do not provide your personal information, we may be unable to assist you with your enquiry. In certain cases you may be legally obliged to provide this information.