

Research & Information Service - Privacy Notice

Privacy Notice

Throughout the web pages for our Research & Information service you may find at various stages that you will be invited or required to provide information, sometimes personal data to the council.

Your information will be held by our Research & Information service who can be contacted on tel: 01202 454684 or on email statistics@bournemouth.gov.uk

How we will use your information

The information you provide will be accessed and used by Council staff in order to answer your query or request. The details will be logged on computer databases for recording purposes and then passed to authorised Council staff. It may also be used to monitor the performance and to identify trends within our service.

Who else it will be shared with

The information you provide may be shared with other Council services and partner organisations to ensure our records are kept accurate and help us to identify services you may be entitled to or interested in.

How long it will be kept

The information you submit will not be kept for any longer than is needed. The length of time will depend upon whether the Council has a business need for keeping the information and/or if the law requires that we keep the information for a particular length of time.

How we will ensure it is accurate

The information captured by our Research & Information service and recorded will be compared with other Customer Records Management (CRM) systems, where appropriate, to ensure that information is accurate. To help keep our records up to date when customers contact the service the information that we hold on our systems will be confirmed and changed as required.

How we will safeguard it

The information will be kept in a secure office environment. It will be held on computer databases that can only be accessed by authorised members of Council staff.

All staff under go training and understand the importance of data protection. Access to Council's systems is via password control so that only people who need to access your information in order to provide Council services are able to.

How people can check the information we hold

Information [about this site](#) is available.

How to complain

Information about [how to complain](#) is available.

Contact

For more information on Data Protection please contact information.compliance@bournemouth.gov.uk.

Please contact enquiries@bournemouth.gov.uk with your comments about this web page.

Further Information

See [Contact Us](#) for details of general Council contacts.