**Communications – Privacy Notice**

 **The reasons why we process your data:**

* Maintaining a contact list for South and Vale news
* Sharing customer details with service teams
* Managing, responding, and recording to enquiries from businesses, media and the public
* Communicate with you in formats you have consented to receive
* Communicate with you on social media in line with the terms and conditions of the social media sites
* Communicate with you about matters of public interest affecting the council

**How we collect your data:**

* Emails
* Telephone Calls
* Online
* Social Media (including private messaging)

**The lawful basis for processing your data:**

* Consent

**The type of personal data we process:**

* Name
* Address
* Email Address
* Telephone Number
* Photographs and images

**Special (Sensitive) category data:**

Non- applicable

**Lawful Basis for Processing Special Categories of Personal Data:**

Non-applicable

**Processing of personal data relating to criminal convictions and offences:**

Non-applicable

**Sharing your data:**

* Other council departments where necessary to follow up a service request, complaint or enquiry
* Emailblaster
* Capita (as data Processor)

**Automated decision making :**

Non-Applicable

**How long we keep your data:**

6 years

Ongoing for consent