

## **1: MAKING A GENERAL ENQUIRY WHERE YOU SEND US PERSONAL DETAILS**

- 1.1 Your personal data will be held by Hart District Council for the purpose of answering your query.
- 1.2 Where you have phoned us on 01252 622122 with your information, this may also be held by Basingstoke and Deane Borough Council as they answer some of our calls. If you called us directly on 01252 774077; 774073 774157 or 774158, Basingstoke and Deane Borough Council will not hold any information.
- 1.3 The information that we hold will be the information that you have given us.
- 1.4 The lawful basis for holding this data will be because you have consented to it. By making a query you have given your explicit consent for us to process your data in order to answer that query.
- 1.5 You can ask us to stop processing your data, but if you do that then we will not be able to answer your query.
- 1.6 The data will be held by Hart District Council for ((6 months)) after you last contacted us. This is so we can refer back to it if you make a subsequent query.
- 1.7 We will not undertake any data profiling or automated decision making or transfer your data outside of the EEA.
- 1.8 You can ask for your personal data to be removed before the 6 month period by exercising your right to be forgotten and contacting us.
- 1.9 Your data will not be sold, transferred or used for any purpose other than listed above.

### **Version History**

V1.0 Final draft version 21/05/2018

V1.1 published 25/05/2018 includes amendments to IERDS data transfer disclosure at 2.5 following new guidance from the EC dated 16/05/2018

**V1.2 reviewed and published 22/08/2022**