



## **Privacy Notice for Live Chat**

### **Why we are collecting your data**

Lewes District Council and Eastbourne Borough Council are data controllers and collect your personal data in order to provide our online chat service which allows you to contact the Council and request a service or update your details.

The live chat provides online support for residents and non-residents who need support when they can't find what they are looking for on the council's website, through chat.

We will only collect the personal data from you to deliver the service you have requested.

### **Categories of personal data we collect and process**

We collect and process the personal data that you provide to us when using the live chat service, which may include:

- Name,
- First line of address,
- Email address,
- Mobile number
- Any relevant reference numbers
- Chat transcripts
- Completed feedback

### **The legal basis for the processing**

- GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

We will not be able to provide the service you have requested without the personal data you provide us with.

### **Who will your information be shared with?**

We share basic information such as names, addresses, phone numbers and relevant reference numbers this information will be shared between Lewes and Eastbourne Council to provide services quickly and to ensure our information on you is up to date and accurate.

Where we need to disclose sensitive information such as medical details to a third party, we will only do so once we have obtained your explicit consent, or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

The councils are required by law to protect the public funds they administer. We may use any of the information you provided for the prevention and detection of fraud. We may also share information with other bodies that are responsible for auditing or administering public funds, including the Cabinet Office to assist in the prevention and detection of fraud.

### **We will not**

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad
- Make decisions about you based on automated processing.

### **How long will we hold your data for?**

Your live chat communication will be stored on the live chat platform for up to 1 year.

For information about how long we keep your personal information in respect of other council services you may use e.g. council tax, please see the appropriate privacy notice for that service on the privacy page of our website.

### **Cookies**

Cookies are small text files that are placed on your browser. To see how we use cookies, please visit our cookie page at [www.lewes-eastbourne.gov.uk/help-and-accessibility/cookies/](http://www.lewes-eastbourne.gov.uk/help-and-accessibility/cookies/)

### **Your rights**

You are entitled to request a copy of any information about you that we hold.

If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

You have the right to object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at [casework@ico.org.uk](mailto:casework@ico.org.uk)

**Identity of Data Protection Officer**

Oliver Dixon, Head of Legal

**Contact details**

Eastbourne Borough Council, Eastbourne Town Hall, Grove Road, Eastbourne, BN21  
4UG

Email: [accesstoinformation@lewes-eastbourne.gov.uk](mailto:accesstoinformation@lewes-eastbourne.gov.uk)

Tel: 01323 410000