

Customer Service

Delivering the Public Realm Services has a direct effect on the residents of Herefordshire. Providing effective communications through a high level of quality customer interaction and positive stakeholder management is essential for the success of the partnership and will be achieved through data led, open and honest communication, together with transparency around management and communication of key service messages aligned to Herefordshire Council's communication strategy. This will support the council's keys messages to

1. Empower the local community
2. Delivery priority services
3. Spend within our means

Who processes my data?

Under the General Data Protection Regulation (GDPR) the council has a duty to inform you about how your personal data will be handled.

Herefordshire Council is the 'data controller' for the purposes of the GDPR and the information that you provide will be processed by the council's agent, Balfour Beatty Living Places, the 'data processor' for the purposes of the GDPR.

The condition for processing your data is the council's legal obligations for highways work. The Customer Service Team, Locality Liaison Co-ordinator and the Locality Stewards process your data on Herefordshire Council in accordance with the following highways and other legislation:

- Localism Act, 2011; Part 5
- Highways Act, 1980
- Traffic Management Act, 2004
- New Roads & Street Works Act, 1991
- Freedom of Information Act 2000
- Environmental information regulations 2004
- Legal Services Act 2007
- General Data Protection Regulation 2018
- Any other legislation that relates to Customer Service

What is my data used for?

- Stakeholder Management
- Communications
- Community Commissioning
- Actioning enquiries
- Defect repairs
- Community Support
- Highway Inspections
- Complaint resolution
- Claims Administration
- Partnership and multi-agency working
- Lengthsman/P3 schemes

- Scheme Consultation and Communication
- Any other aspect of Communications, relevant to this team, required by Herefordshire Council in accordance with delivering the Public Realm contract

Who sees my data?

The Customer Service Team and Locality Team will view your data and will share your data where legally authorised to do so in such instances as:

- Complaint resolution relevant individuals
- Claim administration
- Enquiry actions relevant individuals
- Defect repairs relevant individuals
- Police enquiries
- Performance reporting
- Emergency services where appropriate
- With any other third party with the legal authorisation to view the data.

How long is my data kept for?

Your data is kept in accordance with our retention schedule, available on Herefordshire Council's website

What are your rights?

Individuals have a number of rights under data protection law, including the right to request their information. You also have a right to make a complaint about our handling of your personal data to the [Information Commissioner's Office](#).

Balfour Beatty Living Places administers Traffic Management on behalf of Herefordshire Council and the information you provide will only be used for the stated purpose.

You can find further information about the processing of your data on Herefordshire Council's [data protection page](#).

You can contact the council's Data Protection Officer, Carol Trachonitis by email informationgovernance@herefordshire.gov.uk