

Customer Services Privacy Notices for Rostrvm IVR

Rostrvm is the telephony system used by Customer Services, Business Rates, Corporate Income, EKH, EKHR and The Marlowe Theatre.

Brief message for IVR (on all calls through Rostrvm before the call hits a queue)

Greeting

Please be aware that calls are recorded for training and auditing purposes. Recordings are kept for a period of 13 months.

To listen to our full statement about how your data will be handled please press the * key on your telephone keypad now.

Full message for IVR (optional full data protection statement)

Dover District Council is the data controller responsible for any personal information you provide in this call. We comply with the latest data protection rules, called the General Data Protection Regulations (GDPR).

Your information will only be used to resolve your query and provide you with the service that you require.

Your information will be used by the relevant council department and may be shared within the Council or with external council contractors if needed. This does not mean that all council departments will have access to your information.

It will only be kept for as long we need it, for a specific amount of time that is appropriate to resolve your query and provide you with the service.

The lawful basis allowing us to process your information for most council services will be to 'perform a task in the public interest'. Please note that it might be different for some services.

Please refer to our Corporate Privacy Notice at <https://www.dover.gov.uk/privacy> for further details of how we process your personal information and your rights. This is also available in other formats (e.g. print).