

# **Privacy Notice (How we use your information) IT Service Desk**

## **The categories of information that we collect, process, hold and share include:**

- personal information which is your name and contact details (email and / or postal address)

## **Why we collect and hold this information**

We use this personal information to:

- Process and respond to your request and incidents.
- Complete and respond to your request.

## **The lawful basis on which we use this information**

We collect and process information about you under Article 6(1)(a) Consent and 6(1)(b) fulfilment of a contract

## **Storing this information**

We will hold the information about you securely, and for no longer than reasonably necessary. We will hold it for 3 years.

## **Who we share this information with**

If we are required to, we may share your information with:

- Internal services HD-One and KNH.
- External suppliers that we work with to provide associated services

## **Why we share this information**

We may need to share your information in order to resolve the reason for you contacting the IT Service desk, for example printing issues will be shared with Xerox who support the printing infrastructure.

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

## **Further information**

If you would like further information about how we manage your data, please see the privacy notice for Kirklees Council at [www.kirklees.gov.uk/privacy](http://www.kirklees.gov.uk/privacy)

If you would like further information about this privacy notice, please contact: James Lawson

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at [DPO@kirklees.gov.uk](mailto:DPO@kirklees.gov.uk) or by ringing 01484 221000.