



BMBC PRIVACY NOTICE

Document Title	B-Bot Privacy Notice
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First Published	June 2024
Revised on	N/A
Revision due	June 2026

At BMBC we are committed to protecting and respecting your privacy. This Privacy Notice tells you what you can expect when the Council collects your personal information. This notice applies to information the Council collect in relation to when you use the B-bot online chat bot.

Stage one: Who are we?

B-Bot is an innovative AI chat bot that is there to assist customers on our website. B-bot will help you with your enquiries and provide information to you.

Stage two: What type of information we will collect from you

If you engage with B-Bot, we may collect and store:

- Chat conversations
- Completed surveys
- Automatic information, such as IP Address, operating system, type of browser and geographic location.

Depending on the nature of your enquiry, we may request your postcode and house number in order to provide a response to queries that affect your property, such as bin collection days.

We'll not collect any information from you that is not required to enable B-Bot to perform its intended function. Any additional personal information you do choose to submit to chatbot is done so at your own risk.

Stage three: Why do we need your personal information

We will use your information to:

- Enable B-bot to provide a response to your enquiries

- Assist us to monitor and improve the services we deliver

Stage four: How we will collect your personal information

Any information collected is inputted by the customer when engaging with B-Bot.

Stage five: Our Legal Basis for processing your information

We collect and use your information under:

Article 6 (1)(a) – Consent – the choice to engage with B-Bot is the decision of the customer and in making this decision it is deemed that consent has been freely given.

Stage six: Why we may need to share your information

We use a third-party service provider, Microsoft, to assist us in hosting the chat platform. You can read their privacy policy on their website.

The Council will not share your information with anyone without consent unless the law and/or our policies allow us to do so for example, in the following circumstances:

- the law states that we can
- there is a risk of serious harm or threat to life
- we are directed by a court of law

Stage seven: Who we may share your information with

Information will not be shared with any external bodies except in exceptional circumstances where the contents of the chat raise safety or safeguarding concerns. In these situations, data may be shared with appropriate law enforcement agencies.

Stage eight: How long will your information be kept?

Data from each chat will be held securely for 12 months after which it will be deleted.

Stage nine: What will happen if you fail to provide personal information?

Depending on the nature of your enquiry, failure to provide personal details may prevent B-bot from providing a response.

Stage ten: How to access and control your personal information

The Council has a Data Protection framework in place to ensure the effective and secure processing of your information. For details on how your information is used, how we maintain the security of this and your rights to access the information we hold about you, please refer to the [Barnsley Metropolitan Borough Council privacy notice](#)

Should you need to contact the Council to discuss how we use your information, please contact our Customer Feedback and Improvement Team by email at

informationrequests@barnsley.gov.uk or by telephone on 01226 773555 and ask to speak with the above Team. If you are not satisfied with our response you may contact our Data Protection Officer on DPO@barnsley.gov.uk .

If you are not satisfied with the way we have handled your information, the Information Commissioners Office (ICO) is the UK's independent authority upholding information rights in the public interest and can be contacted at www.ico.org.uk