



Specific Privacy Notice: Sales Force – Ask Bobbi (Agent Force)

Introduction

This Privacy Notice has been created to make it easier for you to understand what personal data Lancashire Constabulary processes about you, how and why in connection with Ask Bobbi.

It meets the requirements placed upon the Chief Constable by the UK General Data Protection Regulation (Articles 13 and 14) in relation to general processing and the Data Protection Act 2018 (Section 44) in relation to law enforcement processing.

It should be read in conjunction with, the force's general Privacy Notice which can be accessed from the home page of Lancashire Constabulary's internet site. This high-level Privacy Notice provides you with complete details of the rights you have relating to the personal data we hold about you now and any personal data we might collect about you in the future.

If you have received a hard copy of this Notice and do not have access to the internet but require a copy of the Lancashire Constabulary Privacy Notice, please contact the Lancashire Constabulary Data Protection Office (contact details below) and they will provide a copy to you.

For what purpose(s) is my personal data intended to be processed by Lancashire Constabulary?

Ask Bobbi is an AI Virtual Assistant which has been created to answer frequently asked questions and non-emergency questions that come to the police. Ask Bobbi uses closed source information to provide advice or point you in the right direction for a variety of police related topics. Closed source means that all the information Bobbi uses has been provided by Lancashire Constabulary. In order to utilise Ask Bobbi, you will be prompted to enter some personal details, such as your name and contact details. All the information used by Ask Bobbi to make suggestions and recommendations is the same referenced by our Call Handlers to support them in answering these questions. If Ask Bobbi is unable answer your question or if you specify that you want to speak to a person, your chat will be directed to a Call Handler.

You should avoid providing sensitive personal information unless it is necessary to your enquiry.

What is Lancashire Constabulary's legal basis for processing my personal data?

Lancashire Constabulary processes personal information within Ask Bobbi under UK GDPR Article 6 (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'.

How long will my personal data be retained by Lancashire Constabulary?

All interactions with Ask Bobbi will be retained for 30 days. If the chat progresses to a Call Handler, the contact is retained in Agent Force for 3 years, at which point it will be automatically deleted.

Your rights

Amongst other rights, you have a right to [request a copy](#) of personal information that Lancashire Constabulary holds about you.

Further details of all your rights can be found within the general [Privacy Notice](#) referred to above.

The person who determines the purpose and means by which your personal data is processed) is:

Chief Constable of Lancashire Constabulary
Lancashire Constabulary
HQ
Saunders Lane
Hutton
PR4 5SB

The contact details of Lancashire Constabulary's Data Protection Officer

The Data Protection Officer
Lancashire Constabulary
Police Headquarters
Saunders Lane
Hutton
PR4 5SB

Email: data.protection@lancashire.police.uk

If you wish to Complain

The Information Commissioner is the independent regulator responsible for enforcing the Data Protection Act and advising on privacy rights. The information Commissioner's Office contact details are as follows:

The Information Commissioner's Office can be contacted as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>

Mail: The Information Commissioner's Office
Wycliffe House
Wilmslow
Cheshire
SK9 5AF