

Blaby District Council – Artificial Intelligence Privacy Notice

How we use your personal data alongside AI tools

Blaby District Council is a data controller under the Data Protection Legislation (UK General Data Protection Regulation and the Data Protection Act 2018) as the Council collects and processes personal information about you to provide services and meet its statutory and regulatory obligations.

This Privacy Notice describes how we may use your personal data alongside AI-enabled tools. It also explains how your data is protected when these tools are used. This notice is in addition to our general Data Protection Privacy Notice and relevant service-specific privacy notices found at [Data Protection Privacy Notice](#).

Any questions regarding our privacy practices can be submitted to the Data Protection Officer (DPO) using the 'Contact Us' form found at the bottom of webpage link above.

Important information on our AI tools

We may use AI-enabled tools, such as Copilot chat, to help staff review, summarise, draft and improve documents, or analyse information more efficiently. In some cases, the information processed using these tools may include personal data.

Where personal data is processed using these tools, the Council remains the data controller and the AI provider acts on our behalf under appropriate contractual arrangements. Personal data processed in this way remains within our secure Microsoft 365 environment and is not shared with third parties for the purpose of training or improving their general AI models.

Staff are required to use these tools in accordance with UK data protection law and the Council's specific AI and data protection procedures and policies. AI-generated outputs are reviewed by a member of staff before they are relied upon or used in decision-making.

Why we process your personal information

We may process personal data using AI-enabled tools to support the efficient delivery of council services, including reviewing, summarising, drafting and analysing information. This helps staff carry out tasks more consistently and efficiently, while ensuring that outputs are subject to human review.

The lawful basis for processing

Where the Council uses AI-enabled tools to process personal data, it does so as part of carrying out its statutory and public functions. The lawful basis for this processing under UK GDPR is Article 6(1)(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 Council.

Where the Council processes special category personal data using these tools, it will do so only where an additional condition under Article 9 UK GDPR is satisfied. This will normally be where processing is necessary for reasons of substantial public interest and appropriate safeguards are in place.

What type of information is collected and processed

The personal data processed using AI-enabled tools will depend on the council service involved and the nature of your contact with us. It may include:

- your name and contact details
- identifying information such as your address or reference numbers
- information you provide in correspondence, forms, applications, enquiries or service requests
- records of your interactions with the Council
- in some cases, special category personal data where this is necessary for the provision of a service and permitted by law

Information shared internally

Personal data processed using AI-enabled tools may be accessed by authorised Council staff where this is necessary for them to carry out their duties. Where these tools are used, personal data remains within the Council's secure Microsoft 365 environment and is processed in accordance with the Council's contractual, technical and organisational safeguards.

Information about any wider sharing of personal data by the Council is set out in the relevant service-specific privacy notices.

Automated decision-making

The Council does not use AI-enabled tools to make solely automated decisions about individuals. AI tools are used to support staff in processing information, and any outputs are reviewed by a member of staff before they are relied upon or used in decision-making. This means that no decisions about you are made without human involvement.

Anonymisation

Your personal information may be converted ("anonymised") into statistical or aggregated data so that you cannot be identified from it. Once anonymised, this data cannot be linked back to you as an individual and may be used for research, analysis, and the production of statistics and reports.

How long the Council keeps your information (retention period)

Personal data processed using AI-enabled tools will be retained in accordance with the Council's retention schedules. These ensure that information is only kept for as long as necessary and in line with legal and regulatory requirements.

When information is no longer required, it will be securely disposed of in accordance with the Council's data destruction procedures.

How the Council protects your information

Personal data processed using AI-enabled tools is handled within the Council's secure Microsoft 365 environment and in accordance with the Council's specific AI policy and procedure, as well as its data protection, information governance and security policies.

The Council has appropriate technical and organisational measures in place to protect personal data from loss, misuse, unauthorised access, or disclosure. Staff are trained in data protection and are required to handle information securely when using AI-enabled tools.

Your rights

You have rights under data protection law in relation to your personal data, including the right to access, correct, or request the deletion of your information in certain circumstances. These rights apply equally to personal data processed using AI-enabled tools.

For full details of your rights and how to exercise them, please see the Council's main Privacy Notice at [Data Protection Privacy Notice](#) or contact the Data Protection Officer at gdpr@blaby.gov.uk.