

## **Complaints Service Privacy Notice**

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### **Introduction**

This privacy notice explains how the Council uses your data to support individuals to receive, assess, investigate and respond to complaints under the Nottinghamshire County Council Corporate Complaints Procedure.

### **What personal data do we use?**

- Name and Contact Details
- Family details
- Lifestyle and social circumstances
- Parent/carer details
- Employment and Education Details
- Student and Pupil records
- Case file information
- Business Activities
- Details of your complaint, including correspondence and outcomes
- Information about individuals involved in or referred to within a complaint
- Any other details about your personal circumstances that you choose to provide to assist with dealing with your complaint (which may sometimes include photographs, video or audio recordings etc.).

### **What types of special category data do we use?**

- Medical and health information
- Race and ethnicity information
- Religious and Philosophical beliefs information
- Sexual orientation and sexual preferences information

We also process other special categories of data relevant to the requests and complaints we receive or investigations we undertake.

## **Do we process criminal offence data?**

We may process information relating to criminal convictions or alleged offences where this is relevant to the complaint being investigated (in line with Article 10 UK GDPR).

## **Why do we use your data?**

- To receive, assess and investigate complaints.
- To communicate with you and other relevant parties about your complaint.
- To review, monitor and improve Council services.
- To refer complaints to regulators or ombudsman where appropriate.
- To manage legal claims and defend the Council's position.
- To meet safeguarding and statutory obligations.
- To prevent and detect fraud or unlawful activity.

## **What legal reasons allow us to use your data in this way?**

Our legal basis for processing your personal data is Article 6(1)(e) UK GDPR – processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council. This includes the Council's statutory duties relating to complaint handling and service delivery.

Our legal basis for processing special category data is Article 9(2)(g) (substantial public interest) and Article 9(2)(f) (establishment, exercise or defence of legal claims), supported by Schedule 1 of the Data Protection Act 2018.

## **What will happen if you do not provide or we cannot obtain the data needed?**

If you do not provide the necessary information, we may not be able to investigate or respond fully to your complaint.

## **Who may we share your data with or receive it from?**

We will only share your information where necessary and lawful to do so, for example:

- Other Local Authorities
- The Police
- NHS Trust/CCGs as appropriate in the case of joint complaint investigations
- Our contracted suppliers
- Independent Investigators and Independent Complaints Review Panel Members
- Regulators

- MP or other elected representatives (where you have asked them to act on your behalf in a matter)

### **Does the service make decisions using fully automated processes?**

No.

**The Remainder of this Privacy Notice, as it will appear on the Council's Public Website is standard for all services and can be found at Appendix A**

## **Appendix A**

### **Who will be using your data?**

Nottinghamshire County Council will process your data and we may also contract third parties to process your data on our behalf

### **May personal data be transferred overseas?**

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

### **How long is your data kept for?**

This information is held in accordance with the Council's retention schedule – see [here](#).

### **What rights do you have over this use of your data?**

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it the legal reason why we use your data).

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

### **Contact the Data Protection Officer:**

If you have any concerns about how the Council is using your data you can contact the Council's Data Protection Officer by writing to:

Data Protection Officer  
Nottinghamshire County Council  
County Hall  
West Bridgford  
Nottingham  
NG2 7QP

Or email: [DPO@nottsc.gov.uk](mailto:DPO@nottsc.gov.uk)

Please see the County Council's privacy statement for further information:  
<http://www.nottinghamshire.gov.uk/global-content/privacy>

**Contact details of the Information Commissioner's Office:**

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached you have the right to complain to the Information Commissioner's Office at

Wycliffe House  
Water Ln  
Wilmslow  
SK9 5AF

or via [www.ico.org.uk](http://www.ico.org.uk)