

Complaints Service Privacy Notice

Introduction

This privacy notice explains how the Council uses your data to support individuals to exercise their rights in respect of information held by the Council, to investigate complaints under the Nottinghamshire County Council Corporate Complaints Procedures.

Who will be using your data?

Nottinghamshire County Council will be the data controller for the data you provide to us.

We may also contract third party organisations to process your data on our behalf.

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
- 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 personal 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. This may include data about criminal convictions, criminal offences (including alleged offences) or related security measures.

Why do we use your data?

- For service delivery
- For service planning, training and improvement

- To prevent and detect crime or fraud
- To address safeguarding concerns
- For research purposes

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

Our legal basis for processing your personal data is necessary for a task in the public interest and under a legal obligation.

Our legal basis for processing your special category personal data is under a substantial public interest and the establishment or defence of legal claims.

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

- 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)

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

- If we cannot use your data, we could not provide a service.

Does the service make decisions using fully automated processes?

No.

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:

DPO@nottscc.gov.uk

Or

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

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:

www.ico.org.uk

Or

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

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