

Complaints Team - Privacy Notice

Why we collect and use your information:

Gloucestershire County Council is the data controller for the personal information we collect from you. The council will collect and use your personal information in order to act in response to the complaint or concern you have raised with us.

Gloucestershire County Council has a legal obligation under:

- The Local Government Act, 1972;
- The Children Act 1989 Representations Procedure (England) Regulations 2006;
- The Health & Social Care Act 2003 and The Local Authority Social Services Complaints (England) Regulation 2006

The information we collect about you:

Gloucestershire County Council's Complaints team will collect only the personal information we need to perform our functions. We will collect your name and contact details and, in the case of Children's or Adult services, the services user's name(s) and date(s) of birth. You will be invited to provide equalities information (age, gender, ethnic origin and disabilities) if you wish. Equalities data, if provided, will be held anonymously and may be used to show how our services are being accessed by the population of Gloucestershire.

How we will use the information about you:

Gloucestershire County Council's Complaints team will use the information about you to respond to your complaint. The information will be used to identify which area and team are relevant to your contact.

We will also use your data to better understand the services we provide and to help us build those services for the future. We may also use your data to identify if our services are fulfilling our legal obligations.

How long we keep your information for:

Gloucestershire County Council's Complaints team will keep your personal data for the time taken to respond to your contact and then for at least five years afterwards as set out in the council records retention schedule. You can find this information at www.gloucestershire.gov.uk/retention.

The time we keep information varies, and the length of time some records must be held are set in legislation.

Who we share your information with:

Gloucestershire County Council's Complaints team will share your information with others, as necessary, in order to investigate your complaint or concern. Your

information will be shared with the service area concerned and, when necessary, independent investigators if they are appointed to investigate the complaint. We will ask for your agreement to pass on your contact if your complaint also concerns an organisation outside Gloucestershire County Council (for example, Gloucestershire Care Services, NHS). You can withdraw your consent for us to share this information, but this may affect how well the Council and other organisations can investigate your complaint.

Your personal data may also be shared with regulatory and statutory bodies who assess council performance and financial spend, as well as where required by law, such as to prevent and detect crime or fraudulent activity.

Your rights:

Access to your information:

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please visit our website using the link below:

<http://www.gloucestershire.gov.uk/council-and-democracy/data-protection/requesting-access-to-your-personal-information/>

Correction of inaccurate information:

You have the right to request that the council correct information that you believe is inaccurate or incomplete. You may not always be able to change the information, but we will correct factual inaccuracies and may include your comments in the records.

The right to be forgotten (erasure):

You have the right to request that the council delete your information when there is no compelling reason for us to continue using it. Please be aware that, in certain situations, we are still allowed to keep and use your information, even when you request that it should be erased.

The right to object:

You have the right to object to us using your information if you feel we have used it outside the remit of our public tasks or when you have received marketing from us. Please be aware that in certain situations we are still allowed to use your information if there are compelling legitimate grounds to do so.

If you wish to use any of these rights, please e-mail or write to us using the following contact details:



E-mail:

Managemyrequests@gloucestershire.gov.uk

**In Writing:**

Information Management Service
Gloucestershire County Council
First Floor, Block 4(a)
Shire Hall, Westgate Street
Gloucester
GL1 2TG

Further information on your information rights can be found at the following link:

**Online:**

<https://www.gloucestershire.gov.uk/council-and-democracy/data-protection/your-information-rights/>

How to contact us:

Please contact us if you have any questions about this privacy notice:

By e-mail: corporatecomplaintsteam@gloucestershire.gov.uk

In writing: Complaints Team, Shire Hall, Westgate Street, Gloucester, GL1 2TG

By telephone: 01452 427614

You can contact the council's Data Protection Officer, via the Information Management Service, by e-mailing dpo@gloucestershire.gov.uk or by calling 01452 324000.

Making a complaint to the Information Commissioner:

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 03031 231113.