

Privacy Notice for Complaints

Why we are collecting your personal data?

Rother District Council is a data controller for the purposes of the Data Protection Act 1998 and, from the 25 May 2018, the General Data Protection Regulation 2016. We collect, hold and use your personal data in order to investigate and respond to your complaint. We will only collect the personal data from you we need in order to do this.

What is the legal basis for processing your personal data?

We do this as a task carried out at your request and in the public interest. We will not be able to investigate and respond to your complaint without the personal data you provide to us.

Who will your personal data be shared with?

We share your personal data internally for our own data matching exercise, using names and addresses. This helps us to ensure the personal data we hold is accurate and up to date and identify customers by a single customer record.

We may share information with the Local Government Ombudsman where you have referred the complaint to them. We may also disclose your personal data to third parties where we are required to do so by law.

We may also use and check your personal data for the investigation and prevention of fraud, anti-social behaviour and criminal activity. This may include sharing your information with police services, credit reference agencies, governmental organisations (e.g., Department for Work and Pensions and HM Revenue and Customs) and other local authorities. We also take part in the National Fraud Initiative's anti-fraud data matching exercise for these purposes.

We will not

- Use your personal data for marketing purposes without your prior explicit consent.
- Store or send your personal data to a country outside the European Economic Area (EEA).
- Make decisions about you based on automated processing of your personal data.

How long will we hold your personal data for?

We keep all records relating to complaints for six years from the date the complaint is resolved. If the complaint is referred to the Local Government Ombudsman we will keep details for ten years from the date the complaint is resolved. We will only keep your personal data longer if we are required to do so by law.

Your rights

The General Data Protection Regulation gives you a number of rights in relation to your personal data:

- Right to access a copy of your personal data.
- Right to have your personal data corrected.
- Right to have your personal data deleted (“right to be forgotten”).
- Right to restrict how we use your personal data.
- Right to ask us to transfer your personal data to another service provider.

You can get more information about these rights in the Council’s Privacy Policy.

If you wish to exercise any of these rights please contact our Information Governance team on informationgovernance@rother.gov.uk in writing or by completing our online form.

If you are dissatisfied with how we have used your personal data you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk.

Identity of Data Protection Officer

If you have any questions or concerns about how your personal data is handled, you can contact our Data Protection Officer (DPO), Graham McCallum, at dataprotection@rother.gov.uk.