

Privacy Notice – Corporate Complaints Procedure

Who is the Data Controller for the information I provide?

Halton Borough Council is the Data Controller for the personal information you provide. The Council's Data Protection Officer can be contacted on 0151 511 7002 or by email to Jonathan.Greenough@halton.gov.uk

Why do you need my information?

We collect and use your information to:

- Properly investigate the matters that you have reported to the Council and seek information from the department or Council contractor who is the subject of your complaint
- Enable us to contact you about your complaint
- Take any necessary remedial action and to support organisational improvement.

Any personal data collected through the complaints handling process will be processed in accordance with data protection legislation.

What legal basis allows you to use my information?

We collect and use your information because it is necessary and in the public interest to properly investigate complaints made against the Council.

In certain circumstances we may need to share your information by law, where it is necessary to protect somebody in an emergency, or where it is necessary to protect public funds.

If we need to collect or use special category information from you we will only do so where it is necessary in order to perform our public tasks or duties as a Local Authority.

Do I have to provide this information and what will happen if I don't?

In order to investigate and administer your complaint it is necessary for us to collect and hold personal information about you. If you do not provide us with information, we will not be able to investigate your complaint or provide you with a response.

Who will my information be shared with?

Your information will only normally be passed to officers within the relevant departments who are responsible for handling, investigating and responding to complaints; they may contact you for further information.

Where it is necessary to do so we may also share your personal data with other departments of the Council e.g. Internal Audit or Insurance Services.

We will not normally share your information with any other external organisation without your consent.

There may be certain circumstances where we would need to share your information with external agencies.

For example we may need to share your information with external bodies such as the Local Government Ombudsman or the Information Commissioners Office where you have escalated your complaint to them and in order for them to fulfil their statutory roles.

How long will you keep this information for and why?

We are required to keep your information relating to your complaint for a minimum of 6 years in line with the Council's Retention Policy and Schedule, after which time your information will be destroyed.

How will my information be stored?

If you make a complaint about Halton Borough Council we will hold the information you provide to us securely and use it to help us to process your complaint.

All information pertaining to complaints are administered and held on an electronic system which will be accessible by complaints management staff. Your data will not be sold or transferred abroad.

What type of information is collected from me?

During the course of the investigation we will collect information relating to the nature of the complaint. We will ask for details such as your name, address, contact number, email address and the type of service your complaint is about. We may request other information in relation to the service user receiving the service about which the complaint is made.

If the complaint relates to a service received by another person, we may need to contact them separately to gain consent if this has not already been provided and if it is appropriate in the circumstances.

We have a commitment to equalities monitoring and as part of this we may also ask you some questions such as your date of birth, ethnicity, gender, sexuality, age, religion and whether you have a disability. The information that you give us will help us to make sure that everyone is treated fairly and that we are reaching a wide range of people and understanding their needs and concerns. It is not mandatory that you provide us with this information.

Will this information be used to take automated decisions about me?

The information you provide regarding your complaint will not be used to make automated decisions about you.

What rights do I have when it comes to my data?

- Right to be informed – through this Privacy Notice
- Right to rectification – you have the right to personal data rectified if it is inaccurate or complete

How you can access, update or correct your information

The Data Protection law gives you the right of access - the right to apply for a copy of information about yourself and to know what it is used for and how it has been shared. This is called a 'Subject Access Request'.

[Click here](#) to find out more on how to make a Subject Access Request.

Importance of Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to investigate and administer your complaint.

If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible after the change in order that we can update your records.

Who can I complain to if I am unhappy about how my data is used?

You can complain directly to the Council's Data Protection Officer by writing to:

Data Protection Officer,
Information Governance Service,
Halton Borough Council,
Municipal Building, Kingsway
Widnes, Cheshire
WA8 7QF'.

You also have the right to complain to the Information Commissioner's Office if you are unhappy about how we process your data. If you would like to know more about your rights under the Data Protection law, and what you should expect from us, visit the Information Commissioner's [website](#), or write to them at ;

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 0303 123 1113 or 01625 545 745

Email: casework@ico.org.uk