**Directorate:** Resources

**Service Area:** Customer Relations

**Contact Details:** [**dataprotection@monmouthshire.gov.uk**](mailto:dataprotection@monmouthshire.gov.uk)

**Privacy Notice Name:** Complaints, Comments & Compliments-Direct

|  |
| --- |
| **How we will use your information** |
| **Purpose and legal basis for using your information**  **Our legal reason(s) for using your information:**  Processing is necessary for the performance of a public task: responding to your complaint, comment or compliment  We are under legal obligation to process your information in accordance with (where appropriate) the Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014.    The GDPR provides extra protection for certain classes of information called 'special categories of personal data e.g. race, ethnic origin, health or sexual orientation. If any of the information you provide falls within this category, then more than one condition will be identified above.  For further information on legal basis please visit [www.ico.org.uk](http://www.ico.org.uk) |
| **Who will have access to your information?**  The Data Controller for your information is Monmouthshire County Council.  Email: dataprotection@monmouthshire.gov.uk  Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.  **These are the departments we share your data with internally:**   * Customer Relations or the relevant department you contact, will primarily receive your information, * Information may be legitimately shared with other Monmouthshire County Council Departments which are relevant to the nature and response to your complaint, comment or compliment, in line with our Monmouthshire County Council [Complaints Process](http://www.monmouthshire.gov.uk/feedback), the Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014 where appropriate.   **These are the external agencies/ partnerships that we may share your data with externally:**   * Investigating Officers * Independent External Persons * Public Services Ombudsman for Wales   **There are circumstances where we are legally obliged to share your information with :**  Government Law Enforcement Agencies e.g. with the Police under the Prevention or Detection of Crime Act.  Wales Audit Office  **Requests for information**    All recorded information held by Monmouthshire Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and General Data Protection Regulation including any other Data Protection law.  If the information you provide is subject to such a request, where possible Monmouthshire County Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows. |
| **How long will we retain your information?**  How long Monmouthshire County Council retains information is determined through statutory requirements or best practice: 6 years plus one year or for Ombudsman complaints, 10 years after the case is closed |
| **Is automated decision making / profiling used?**  Generally, there are no decisions made in Monmouthshire County Council that solely rely upon automated decision making or “profiling” alone. For further information contact dataprotection@monmouthshire.gov.uk |
| **Your Rights**  **Your rights under the General Data Protection Regulation are:**   * The right to be informed * The right of access * The right to the rectification, blocking, erasure or destruction of your information in certain circumstances. * The right to restrict processing * The right to object * The right to compensation if Monmouthshire County Council fail to comply with certain requirements of General Data Protection Regulation in respect of your information.   For further information please refer to [www.ico.org.uk](http://www.ico.org.uk) |
| **Complaints Procedure**  If you object to the way that Monmouthshire County Council is handling your data, you have the right to complain. Please contact the Service Area detailed at the top of this document outlining your issues. Please follow this link for further information on the [complaints process.](http://www.monmouthshire.gov.uk/feedback)  If you remain unhappy you also have a right to complain to the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk) |

|  |  |  |
| --- | --- | --- |
|  | **Privacy Notice No:**  **Date Created:**  **Date Published:**  **Version Number:** | RSCR002  04.05.18  25.05.18  1 |

|  |
| --- |
| **Data Privacy Summary Notice** |

**How we will use your information**

Processing of your personal data by Monmouthshire County Council (MCC) is necessary to carry out your request or log you complaint, comment or compliment under our Monmouthshire County Council [Complaints Process](http://www.monmouthshire.gov.uk/feedback), the Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014 where relevant. Without this information, MCC Customer Relations may not be able to fulfil this service request.

Your details will be legitimately shared with relevant internal MCC Departments and where appropriate investigating officers, Independent External Persons and the Public Services Ombudsman for Wales in a safe and secure manner. Your personal details will not be shared further, unless in relation to safeguarding or other legal obligations.

Your records will be safely stored and retained in line with our retention policy, unless we need to retain under another lawful basis.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right to complain if you are unhappy with the way your information is being processed. For further information on how we process your information and your rights please click the following link:

Should you need to make a complaint about the way your data has been processed, please contact [dataprotection@monmouthshire.go.uk](mailto:dataprotection@monmouthshire.go.uk) or if you are not fully satisfied you may contact the Information Commissioner’s Office online at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or via their helpline: 0303 123 1113