

Privacy Notice for Complaints

**Reviewed Nov 2021
V1.0**



Complaints

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice **at www.bolton.gov.uk**

This notice provides additional privacy information for:

- Members of the public submitting complaints

It describes how we collect, use and share personal information about you

- In relation to complaints
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held may be done so in a variety of ways but will not include automated decisions.

Purposes

We collect your personal information for the following purposes:

- To assess the complaint and ensure appropriate action is undertaken where necessary
- To comply with our statutory requirements
- To communicate with you regarding your complaint

Categories of personal data

In order to carry out these purposes we collect and obtain:

- Basic details about you such as name, address, telephone number, email address and date of birth
- Basic details of the person who the complaint relates to including the nature of the complaint

Legal basis for processing

The legal basis for processing your personal information is:

- Performing or exercising obligations as part of a legal requirement including the Children Act 1989 and the Health and Social Care Act 2003.

Information sharing/recipients

We may share personal information about you with the following types of organisations:

- Teams within Bolton council in order to provide our service to you e.g. investigating a complaint with a particular service
- Independent investigator (where necessary)
- Local Government Ombudsman

We may share information with the organisations listed above in order to provide a service to you or where we are required to so by law, to safeguard public safety, and in risk of harm or emergency situations.

Automated Decisions

For this service:

- All the decisions we make about you involve human intervention

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements and in line with the council's data retention policies.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at www.ico.org.uk

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk.

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details