

PN016 - PRIVACY NOTICE COMPLAINTS, UNACCEPTABLE ACTIONS, FOI AND EIR

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR) effective from the 25th May 2018.

TCBC Service Area:	Chief Executive's Service
Work area:	Complaints and FOI Team
Contact Details:	corporatecomplaints@torfaen.gov.uk
Privacy Notice Name:	Complaints, Unacceptable Actions, FOI & EIR

Data controller:

Torfaen County Borough Council
C/o Civic Centre
Pontypool
NP4 6YB

Data Protection & Information Governance Officer:

Susan Bullock
01633 647467
Email: dpa@torfaen.gov.uk

1) Have we sourced your personal data, directly from you?

The source(s) of personal information can be provided directly in person, via telephone, email, e-form or social media contact.

- Information may be provided directly by the subject matter
- Information may be provided by another member of the public (e.g. complaint or concern)
- Information may also be provided by another council department
- Information may also be provided by a member of the council
- Information may be provided by other organisations (e.g. Emergency Services, Landlords, Housing Associations, Information Commissioner or Ombudsman) regarding an individual

2) What information does the Council collect about you?

The Council collects and processes a range of information about you. This includes.

- Contact details such as name, address, telephone number, and email addresses
- Health and Medical details
- Identifying details including date of birth
- Family information including relationships and dependents
- Financial and legal information such as a Power of Attorney
- Photographs

3) The Council may collect this information in a variety of ways:

- During a telephone call
- In person
- An online form
- By letter
- Through Facebook, Twitter or email

We will store your data:

In electronic folders and databases

4) Why does the Council process your personal data?

Necessary to meet the contractual obligations entered into by the person/citizen

To enable us to respond to customer requests for information, concerns and complaints

5) Special categories of personal data:

- Health
- Sexual Orientation
- Race

We can process this category of data because:

The data subject gave explicit consent

This could be relevant to a complaint

6) Who has access to your data?

Your information may be shared internally with (please list)

Dependent on the nature of the contact, it could involve any service area within the council.

The Council shares your data with third parties because

It is necessary to resolve a complaint involving a third party (joint complaints with the Health Authority or Housing Association) or it is requested by the Information Commissioners Office or Public Services Ombudsman for Wales to enable them to respond to a complaint received at their office.

Is the Data transferred out of the EEA?

No

7) How does the Council protect data?

The Council has internal policies in place to ensure the security of the data it processes is not lost, accidentally destroyed, misused or disclosed.

Furthermore data is not accessed by employees except in the performance of their duties.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions. These third parties are also under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

8) How long does the Council keep your data?

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area.

We will keep your information in line with our Local Authority retention schedules.

- Information requests – 3 years plus current
- Internal Reviews/ICO correspondence - 10 years
- Information requests relation to ongoing complaints and appeals – 10 years after completion
- Statistics and logs – 10 years
- Complaints – 10 years after completion for formal complaints and recurring concerns. Two years plus current for general customer queries.
- Unacceptable Actions files to be kept 10 years after completion.

9) Are we making automated decisions/profiling with your data?

No

Your rights

You have a number of rights you can exercise:

- access and obtain a copy of your data on request
- require the Council to change incorrect or incomplete data
- under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- to know the period of time that the data will be stored for
- the right to data portability
- the right to withdraw your consent at any time
- the right to lodge a complaint with a supervisory authority (Information Commissioners Office)
- the consequences of if you fail to provide data to the Council
- the existence of and automated decision-making, including profiling and the consequences of this for you.

If you would like to exercise any of these rights, please contact Complaints and FOI Manager, email corporatecomplaints@torfaen.gov.uk telephone 01495 742164.

DOCUMENT CONTROL

Title:	Privacy Notice – Complaints, Unacceptable Actions, FOI and EIR		
Document Owner:	Senior Information Risk Owner (SIRO)		
Document Author:	Complaints and FOI Manager		
Reference:	PN016	Retention Period:	Until next review
Document Classification:	Official	Location:	SWOOP
Version / Status:	Live	Approved by:	SIRO
Current Issue Date:	November 2019	Next Review Date:	November 2022

REVISION HISTORY

Issue Date	Version / Status	Reason for Change	Changed By:
September 2017	1.0 Live	Policy Refresh	Caron Davies
November 2019	2.0 Live	Retention period update	Caron Davies