

## Privacy Notice – For complaints administered in accordance with: The Children Act 1989 Representations 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 7003 or by email to [Peter.Richmond@halton.gcsx.gov.uk](mailto:Peter.Richmond@halton.gcsx.gov.uk)

### **Why do you need my information?**

Halton Borough Council is always working to improve the way services are provided to our customers. We want to ensure that we are transparent and provide you with information about how we will use your personal data.

By contacting Halton Borough Council to make a complaint you have given your consent to process your information for this purpose.

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?**

The legal basis that allows us to use your information is 'Public Task'. The processing of your personal information is necessary for us to perform our official functions in dealing with complaints in line with The Children Act 1989 Representations Procedure.

### **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.

### **Who will my information be shared with?**

Your information will only 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.

We will normally share your information with internal departments and organisations that we are contracted with or who are currently working with you. For example, if your complaint was about a multi-agency meeting where there were representatives from, school, health and a specialist service provision, we may need to contact them to verify information during the course of an investigation. 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 for example; where we are required to do so by law, for safeguarding purposes or in risk of harm or emergency situations.

### **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. Additional retention periods will be applied to specific categories such as children in care.

### **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?** No

### **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, Widnes, WA8 7QF'. You also have the right to complain to the Information Commissioner's Office, this is the UK's independent body set up to uphold information rights. 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](mailto:casework@ico.org.uk)