

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us.

We collect personal data to help us to investigate and provide a response to your complaint under the Council's Corporate Complaints Policy.

Date of Issue: 28 March 2018

Update History:

<i>Version 1</i>	First issue of a new Privacy Notice
Version 1.1 13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Resources
Service: Strategic Support
Team: Democratic and Electoral Services

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

What data will we collect about you?

In order to process your complaint, we will need to collect:

- Your name
- Your contact details (email, telephone number. Postal address)

- Details of your complaint

What will we use your data for?

We only use the data you give us to investigate and provide a response to your complaint, or to carry out a review of the response we've given you if you remain dissatisfied.

Who will see your data?

So that the Council can review and respond to your complaint, it will often be necessary to share the data you give with other Council services which may have involvement in your complaint. Which services these might be will depend on the nature of your complaint.

If you wish to escalate your complaint to the Local Government & Social Care Ombudsman (LGO), then it will be necessary for the Council to share details of your complaint with them if they ask us to.

Why do we do this?

The Council provides the means for investigating complaints or any expressions of dissatisfaction which have been voiced by residents or customers by the LGO code of practice. The LGO holds the power to investigate complaints about Local Authorities in the 1974 Local Government Act. The Council therefore provides this service, in line with advice from the Ombudsman, with the aim of resolving issues before they require investigation by the LGO. Processing is therefore undertaken both as in the public interest in the council's capacity as a Public Authority, under direction from the ombudsman, established by statute, and in its legitimate interest in providing a means for customers to complain in order to seek an early resolution.

You don't have to provide us with the data indicated, but if you do not do so, we will not be able to review or respond to your complaint. There's more on your rights below (see "Your Rights").

How long will your data will be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on electronic databases and networked storage with restricted access and will be protected from unauthorised access using up-to-date technical and organisational security measures.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

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

END
