**Customer Services – Compliments, Comments and Complaints – Privacy Notice**

**The reasons why we process your data:**

* To investigate your compliment, comment or complaint and respond in line with the Council’s complaint procedure
* Staff training and quality monitoring

**How we collect your data:**

* Emails
* Telephone Calls
* Online
* Letters
* In person
* Voice customer satisfaction survey following phone call
* We may also collect your information from a third party (a chosen representative acting on your behalf)

**The lawful basis for processing your data:**

* Public task

**The type of personal data we process:**

* Name
* Address
* Email Address
* Telephone Number
* Financial information
* Payment information
* Date of birth
* Incident details
* Photographs and images
* General identifiers (e.g. council tax account number)

**Special (Sensitive) category data – may be volunteered but is not requested:**

* Health data
* Medical information
* Family/ lifestyle/ social circumstance

**Lawful Basis for Processing Special Categories of Personal Data:**

Explicit consent

**Processing of personal data relating to criminal convictions and offences:**

Non-applicable

**Sharing your data**

We may share your data with:

* Other council departments for the purpose of handling your complaint
* Other council departments your compliment or comment relates to
* Unit4 ERP financial system
* Rostrvm (data storage relating to recorded telephone calls)
* Capita (data processor)
* your local councillor (where requested)

**Automated decision making:**

Non-Applicable

**How long we keep your data:**

18 months for a compliment or comment

3 years for an informal complaint or service requests

6 years for stage one and stage two formal complaints

10 years in the complaint is referred to the local government ombudsman