

Have your say! (4 C's- Compliments, Comments, Concerns and Complaints) Privacy Notice

Why we collect information about you?

1. Names are collected to respond to customer.
2. Email addresses are collected in order to send the complaint response back.
3. Addresses are collected when an email address has not been supplied in order to send the comment, concern or complaint response back. It can also help identify any historic information relating to the query in which the comment, concern or complaint refers to.
4. Phone numbers are collected so that the customer can be contacted by telephone should the need arise during the query or investigation of the compliment, comment, concern or complaint.

What information do we collect about you?

All four areas- compliments, comments, concerns and formal complaints:

1. Name
2. Email address
3. Address
4. Phone number

Our legal basis for processing

To investigate compliments, comments, concerns and complaints, we need to process personal data to carry out our public task, and is in the public's interest.

Who do we share the information with?

Compliments, comments and concerns-

- The member of staff a compliment is relates to
- Internal departments the compliment relates to. If it is waste it will also be shared with UBICO who are the councils waste contractor.
- If a compliment, comment, concern or complaint is received for Tewkesbury Leisure Centre this will be forwarded to our Asset Management Team and shared with the Manager at Places Leisure- who run the facility.
- Building Control at Cheltenham Borough Council- if a compliment, comment or concern is received and relates to the Building Control Service.

Formal complaints

- Internal services the complaint relates to.
- If a complaint relates to waste collections details will be shared with the councils' waste collection contractor- Ubico.
- If the complaint relates to the Building Control service, this service is a shared services with Cheltenham Borough Council based at Cheltenham Borough Municipal Offices and will be shared with the Building Control Manager to investigate.
- One Legal services if legal advice is required as part of the investigation
- Local Government and Social Care Ombudsman investigations.
- HM Courts and Tribunal services- where court proceedings are taking place.

Is any information transferred to or stored on servers based outside the European Economic Area (EEA)?

Information is stored in the UK and EU only.

How long do we keep your information?

All details captured within the 4 C's (Compliments, Comments, Concerns and Complaints) including name, email address, postal address, phone number and details contained within the details of the cases are kept in a secure database in line with the council's retention schedule.

Complaints	<ul style="list-style-type: none">• Simple Stage 1 complaints are retained for 2 years from the final response date.• Complex stage 2 cases are retained for 6 years from the final response date.• Simple Stage 2 complaints are retained for 2 years from the final response date.• Complex Stage 2 complaints are retained for 6 years from the final response date
Comments	<ul style="list-style-type: none">• Retained for 1 year from the final response/ date case closed.
Concerns	<ul style="list-style-type: none">• Retained for 1 year from the final response/ date case closed.
Compliments	<ul style="list-style-type: none">• Retained for 1 year from the date received.

Who do we collect information from?

All information held on our system is collected directly from the customer when they submit the compliment, comment, concern or formal complaint.

What are the consequences if we do not collect the data?

If the data is not collected we may be unable to investigate thoroughly and unable to send the response back.

Are any decisions about you made by automatic means?

None.

Your rights as a data subject

By law, you have a number of rights as a data subject, and this does not take away or reduce these rights.

These rights are:

- Request **access to your personal information** (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request **correction of the personal information** that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request **erasure of your personal information**. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- Request the **restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the **transfer of your personal information** to another party.

All information is processed in accordance with Tewkesbury Borough Council’s data protection policy.

If you wish to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the council’s Data Protection Officer in writing at dpo@tewkesbury.gov.uk, or via post to:

Tewkesbury Borough Council
Public Services Centre
Gloucester Road
Tewkesbury
GL20 5TT

If you are unhappy or wish to complain about how your personal data is used, you should contact Tewkesbury Borough Council's Data Protection Officer in the first instance via email at dpo@tewkesbury.gov.uk.

If you are still not satisfied, you can complain to the Information Commissioners Office. Their website address is www.ico.org.uk and their postal address is:

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

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.