

Privacy Notice



The Data Controller of the information being collected is Moray Council.

For any queries or concerns about how your personal data is being processed you can contact the Data Protection Officer at info@moray.gov.uk or 01343 562633. You can also consult the information available at the Information Commissioner's websites, ico.org.uk

This privacy statement relates to the following process:

Complaints

Your information is being collected to use for the following purposes:

Complaints handling - includes recording complaint information, managing complaints inline with policy, recording and retaining information about complaints.

The legal basis/bases for collecting the information is:

- The data subject (i.e. you) has given consent to the processing.
- Processing is necessary to comply with the data controller's legal obligations.

Where sensitive/special category data is being processed (e.g. health information, criminal convictions etc.) the legal basis/bases for collecting the information is:

- The data subject (i.e. you) have given consent to the processing.

The consequences for withholding the required personal information would be:

Unable to comply complaints process

Your information will be shared with the following recipients or categories of recipient:

If complaint relates to Health & Social Care Service then information may be passed to NHS. Otherwise, information is not shared externally.

The personal data being used for this process includes:

Complainants - name, address, contact details, recorded complaint issues and outcomes. Staff - name and reasons for complaint involvement

A third party has provided some of your personal data as part of this process. This data includes:

Personal details and supporting complaint information from third parties, e.g. witness details and their account; other agencies referring complaint details/ information about the complainant.

The third party data originates from these sources:

Varies depending on nature of the complaint. May include: MP/MSP, Scottish Public Services Ombudsman, advocate services, NHS.

Your data will be held by Moray Council for a pre-determined length of time. You can find all the information about how long we retain data for on our website:

http://www.moray.gov.uk/moray_standard/page_92820.html

Please note that you have the following rights:

- to lodge a complaint with the Information Commissioner's Office

- to request access to your personal data
- to request rectification or erasure of your personal data, as so far as the legislation permits
- to request restriction of processing of your personal data (that is, to request that we halt any activity performed on your personal data), as so far as the legislation permits
- to object to any direct marketing
- to object to any processing undertaken for the purposes of scientific/historical research and statistics, as so far as the legislation permits
- to withdraw consent at any time