

Privacy Notice for Complaints

Purpose for processing your information

To accurately investigate Stage 1 and stage 2 complaints

We collect the following information:

Name

Address

Email Address

Telephone number

Reference number

Reason for complaint

Service complained about

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How we collect your information:

Information will be collected using different methods including by letter, email, face-to-face and online forms.

Who the information is shared with:

You

Council staff employed to administer complaints

Local government ombudsman

Other council services

Other local authorities

How long do we keep your information?

The information will be kept private and stored securely until it is no longer required

Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit our [Data Protection page](#).

If you have any concerns

Please contact us if you would like to know more about the information we hold about you and how we use it complaints.eforms@harrow.gov.uk

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [compliments and complaints page](#).

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can report a concern by visiting the [ICO website](#).

Automated Decision Making

We do not carry out any automated decision making.

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.