CHILD FRIENDLY PRIVACY NOTICE

Complaint Handling Procedure (CHP) Complaints

Introduction

A Privacy Notice tells you how we use personal information, so you know what happens with it when you give it to us. This is our Child Friendly Privacy Notice about the information we collect about you for Complaint Handling Procedure (CHP) Complaints. A more detailed version of this Privacy Notice is online here: www.moray.gov.uk/PrivacyNotices.

Who we are

We are Moray Council, and we offer lots of services to people who live in Moray. We help your school to function; make sure you have a library service and provide care for people who need it.

What we do with your personal data

Personal data, or personal information, is information that can identify you, like your name, address or email address.

Some types of information we need to be extra careful with; like information relating to crimes and information known as 'special category data'. Special category data could be something like information about your health, or what religion you are.

Why we are collecting your personal data

When you make a CHP complaint to the Council, to help us look into your complaint and let you know about the result, we might collect your name and contact details.

If we have collected your contact details, we'll ask you what you thought of how you handled your complaint.

Personal data about you that we collect from other people

We may collect personal data about you from other Council Services and organisations.

Personal data you give us about other people

If you have given us someone else's personal data, if you would be happy to, please tell them you have given us their personal data and why.

Data Protection Law

We always make sure we follow legal rules when we use your information. The Council does this because of our legal obligations under the Scottish Public Services Ombudsman Act 2002.

When we collect special category data, or information about crimes, we do this because we need the information to meet our duties under the Scottish Public Services Ombudsman Act 2002.

Who we share this personal data with

To look into your complaint, we might have to share your personal data with other Council Services, or with organisations who can help us to look into the complaint, like the NHS.
If you asked for someone else to deal with the complaint for you, we will work with them and may share your personal data with them.

If you are unhappy with the Council's answer, you can ask the Scottish Public Services Ombudsman (SPSO) to look into your complaint. When you ask the SPSO to look at your complaint, the SPSO might ask the Council to give them the information we have about your complaint so they can look at it.

To do our work and to provide support and care to you, sometimes we may have to share your personal data, for example with other services in the Council (like your school, social work etc), your family, Police (Police Scotland) and/or your doctors (NHS Grampian). We are careful about how we do this and always follow the rules.

How long we keep your personal data

We only keep it for as long as we need it. Sometimes this might be years. We have a page on our website that tells you how long we keep different types of information: www.moray.gov.uk/RetentionSchedules

We keep information in the UK.

Your rights

You have special rights about what we can do with your information. One of these is the right to know what we do with it (that's what this notice is for).

You also have the right to ask us what information we have about you, if we could stop using it, and, if we could delete it. You can ask us to correct your information if it is wrong. If we cannot do as you ask then we will explain why, which could be because of legal rules.

If you want to ask about your rights, or make sure that we're following the rules, you can ask the Council's Data Protection Officer by sending an email to: IG@moray.gov.uk

If you are not happy with how we have handled your personal data, you can complain to us. You can contact us directly or fill in a form on our website here: www.moray.gov.uk/Complaints or ask someone to do this on your behalf.

You can also make a complaint to the Information Commissioner's Office or ask someone to do this on your behalf. It is their job to make sure that everybody, including the Council, follows the rules and your personal data is properly looked after. You can phone them, write to them or contact them on their website:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113 Website: https://ico.org.uk/
Online: https://ico.org.uk/make-a-complaint/data-protection-complaints/