



From mountain to sea

Privacy Notice

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

The Data Protection Officer can be contacted at Town House, 34 Low Street, Banff, AB45 1AY.

Email: dataprotection@aberdeenshire.gov.uk

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

- The administering of all customer feedback made in respect of Aberdeenshire Council, allowing us to record, investigate and respond to your complaint/comment

Your information is:

| | |
|--|---|
| Being collected by Aberdeenshire Council | X |
|--|---|

The Legal Basis for collecting the information is:

| Personal Data | | Special categories of personal data | |
|-------------------|---|--|---|
| Legal Obligations | X | Processing is necessary for reasons of substantial public interest | X |

- To comply with Scottish Public Services Ombudsman (SPSO) Act 2002 legislation, we provide these complaint handling services to you as part of our statutory function as your local authority
- To administer SPSO Complaints Handling Procedure and comply with its statement of principles and investigation, and to promote best practice
- Consultation and co-operation with the Ombudsman



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| Personal Data | | Special categories of personal data | |
|---|---|--|---|
| Task carried out in the Public Interest | X | Processing is necessary for reasons of substantial public interest | X |

- To create a record of complaints/comments/compliments
- Gathering investigation evidence of service provision
- Managing complaints through to resolution within statutory timescales
- Providing trend analysis reports to improve service provision and highlight
- Liaising with the Ombudsman and other scrutiny bodies (such as Care Inspectorate)
- General communication with customers and colleagues

Where the Legal Basis for processing is either Performance of a Contract or Legal Obligation, please note the following consequences of failure to provide the information:

If the correct information is not provided the complaint cannot be progressed in line with the Scottish Public Services Ombudsman Act 2002.

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

Your details may be accessed by council staff who need to do so in order to provide this service. The council will not share your personal data with anyone who is not involved in dealing with your complaint or in ensuring that all complaints are dealt with in accordance with our procedures and good practice. We will share your data with the office of the Scottish Public Services Ombudsman if you ask them to carry out an independent review of your complaint, as required by the SPSO Act 2002. You can see a copy of their privacy statement at <https://www.spsso.org.uk/privacy-notice-and-disclaimer>

Your information will be transferred to or stored in the following countries and the following safeguards are in place:

Not applicable



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The retention period for the data is:

The Council will hold information on complaints for ten years from the date the complaint was recorded. This will allow us to ensure information is retained in case the complaint is escalated and to ensure that any action agreed as a result of the complaint is followed up.

We also send surveys to people who have made complaints to measure their satisfaction with the process and we will use your data to contact you to give you the opportunity to complete such a survey. If you do not wish to be contacted for this purpose, please let us know.

The following automated decision-making, including profiling, will be undertaken:

Not applicable

Please note that you have the following rights:

- to withdraw consent at any time, where the Legal Basis specified above is Consent;
- to lodge a complaint with the Information Commissioner's Office (after raising the issue with the Data Protection Officer first);
- to request access to your personal data;
- to object, where the legal basis specified above is:
 - (i) Performance of a Public Task; or
 - (ii) Legitimate Interests.
- to data portability, where the legal basis specified above is:
 - (i) Consent; or
 - (ii) Performance of a Contract;
- to request rectification or erasure of your personal data, as so far as the legislation permits.