

## **Appendix 2**

### **Privacy Notice – Customer Feedback Policy**

#### **Our Commitment to Your Privacy**

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our revised privacy notice, we have addressed the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR).

#### **Who we are**

North Kesteven District Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under Z5680267. This means we will process and hold your personal data following receipt of your feedback.

#### **What information do we collect?**

We collect and process your personal information when you provide details as part of your feedback, such as, your name and contact details, which may include your postal address, email address or telephone number. We may also process additional information relating to your feedback, which may contain sensitive personal data, such as, information about your financial circumstances or your health, if this is relevant to your feedback. If you choose not to supply your name and contact details, it may not be possible to investigate or respond to your complaint.

#### **Why we collect your data**

We collect your personal data to enable us to manage your feedback, to investigate feedback complaints and comments, and to contact you, either to request further information or to send you a response. It will also enable us to contact the relevant Team or Council contractor about whom your feedback is made and take any remedial action, if necessary. We log all complaints, comments and compliments as part of the Council's commitment to customer care, whereby improvements to services are made as a result of customer feedback.

Additionally, as per Appendix 1 of the Customer Feedback Policy, if we identify your customer contact to be unreasonable and/or vexatious, we will notify you and store your data to ensure that any contact you make with us is in line with that notification.

## **How we collect your data**

Local authorities are required to have a published complaints policy (which is incorporated into our feedback policy) to enable customers who are in receipt of any service to contact the Council. Therefore, we provide the feedback service for the 'performance of a public task', which is carried out in the public interest and is also in the exercise of official authority vested in us as a Public Authority. However, if you choose not to supply your name and contact details, it may not be possible to investigate or respond to your feedback.

## **When we'll share your data**

Your information will only be passed to Officers within the relevant Teams who are responsible for handling, investigating and responding to customer feedback, therefore they may contact you for further information. In addition, we may have to share your personal data with the Local Government and Social Care Ombudsman, if you seek to pursue your complaint further with them.

We may also share your information with organisations that we are contracted with or who are currently working with you. For example, if your feedback was about a service that is provided by a third party organisation on behalf of the Council, we may need to contact them to verify information during the course of an investigation. As they are delivering services on our behalf the Council, they must keep your details safe and secure and, as the data controller, we will make sure that they comply with our required information sharing standards and protocols. Even though we are required to share your information with authorised partner organisations, we will ensure this is done in a secure manner, and the information is proportionate in order for us to deal with your feedback.

Sometimes we have a legal duty to provide personal information to other organisations or if there is a good reason that is more important than protecting your privacy. This does not happen often, but we may share your information with the police in order to find and stop crime and fraud, for example.

We do not sell your personal information to anyone outside of North Kesteven District Council and will never share your information for marketing purposes.

## **Know your rights**

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to correct inaccuracies, sometimes delete and restrict the personal information we hold. You are legally entitled to request access to any information we hold about you. We try to ensure that any information we hold is accurate and you have the right to ask us to correct this if it is found to be incorrect.

If you want to contact us with regards to your rights, please contact [dataprotection@n-kesteven.gov.uk](mailto:dataprotection@n-kesteven.gov.uk)

## **How we protect your information**

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information.

## **How long do we keep your information?**

The information we collect is recorded and stored on our secure server. We will keep your information for 7 years after the date we close your complaint, comment or compliment, after which we will securely delete the information. This will allow us to ensure information is retained, particularly in the case of a complaint that may be escalated, and to ensure that any action agreed as a result of the complaint is followed up.

## **Where can I get advice**

If you have any concerns or questions about how your personal information is handled, please contact our Data Protection Officer at [dataprotection@n-kesteven.gov.uk](mailto:dataprotection@n-kesteven.gov.uk) or by calling 01529 414155.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).