

# Privacy Notice



North Yorkshire  
County Council

## Complaints

This Privacy Notice is designed to help you understand how and why the County Council processes your personal data when handling complaints. This notice should be read in conjunction with the Council's [Corporate Privacy Notice](#).

### Who are we?

North Yorkshire County Council is a 'Data Controller' as defined by Article 4(7) of the General Data Protection Regulation (GDPR).

The Council has appointed **Veritau Ltd** to be its Data Protection Officer. Their contact details are:

Data Protection Officer  
Veritau Ltd  
County Hall  
Racecourse Lane  
Northallerton  
DL7 8AL  
01609 53 2526

### What personal information do we collect?

If you make a complaint to the Council, or if you are a direct or indirect party to a complaint, we will collect and use your personal data in order to investigate a complaint. This may include, but is not limited to,

- Any relevant information we hold on Council systems and databases,
- Any information you, or a party to the complaint, provides us with,
- Any information passed to us by any other organisation,
- Witness statements,
- Any relevant correspondence we have had with you or another party to the complaint –including internal correspondence about you,
- Any relevant video recording (including CCTV), audio recordings, or images,
- Investigation interview notes.

### Why do we collect your personal information?

We collect and process your personal information in order to handle complaints made to the Council.

### Who do we share this information with?

Within the Council we will disclose any relevant information to any officer that requires the information in order to complete the investigation, to administer the complaint, or to receive advice about how to handle a complaint.

The following organisations may also receive your information if required by law:

- Local Government and Social Care Ombudsman,
- Parliamentary and Health Services Ombudsman,
- Care Quality Commission
- Information Commissioner's Office
- Any other organisation and/or regulator when the Council is legally required to disclose your information.

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

<b>Data Held</b>	<b>Retention Period</b>
Standard Complaint	Six Years upon closure
In some cases information gathered as part of a complaint investigation will need to be kept for longer than six years in accordance with various legislation. For example any complaints in relation to Looked After Children will be kept for 70 Years from closure of the file.	

### What is our lawful basis for processing your information?

The Council is legally required to operate a relevant complaints procedure.

Therefore any personal information or special category information that is processed for the complaints investigation is done so to fulfil a legal obligation or necessary to fulfil public task.

**For More information about how the County Council uses your data, including your privacy rights and the complaints process, please see our [Corporate Privacy Notice](#).**