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Contact Details:	01443 863086 dataprotection@caerphilly.gov.uk
Privacy Notice Name:	Requests for service, service complaints or compliments and general enquires.
Description of Privacy Notice:	This Privacy Notice with explain how we will use the information you provide such you contact us (Caerphilly County Borough Council) with a request for service, a service complaint or compliment and general enquires.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

When you contact us to make a request for a service, to make a complaint or to compliment us on the services we provide, or to make an enquiry; we will use the information you provide (including your personal data) for the purpose of dealing with your contact, which may include;

- passing details of your contact to the correct service area(s) for action
- investigating any allegations made, if relevant, and
- providing you with a response, if relevant.

Many of the services provided by us, have their own Privacy Notices, providing more details on how your information will be used. These Privacy Notices are available here:

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Privacy-notices

If you are making a request for recorded information held by us, then the following Privacy Notice will provide more details on these processes:

www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/FOI-privacy-notice.aspx

As we are a public authority, we have a legal responsibility to protect the public funds that we administer. Any information you provide may be used for this purpose and may be shared with other organisations responsible for protecting public funds.

If it is believed that a child or vulnerable adult may be at risk, we have a legal duty to investigate and the Wales Safeguarding Procedures will be followed, which may result in a formal investigation and assessment. This may involve several agencies such as the

police, health and education. Also, if you are a professional / volunteer subject to allegations of abuse / neglect this may also involve your employer.

Legal basis for processing

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

(1)(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

Data Protection legislation provides extra protection for certain classes of information called 'special personal data'. If any information falls within the definition of special personal data then an additional condition from Article 9 of the Regulations must be identified, as outlined below:

Data Protection legislation also provides extra protection for personal data in relation to criminal convictions and offences. If any personal data falls within this category, then an additional condition from Article 10 of the Regulations must be identified.

Please note that the Condition identified below is both an Article 9 and Article 10 condition for processing.

6(1) This condition is met if the processing
(a) Is necessary for a purpose listed in sub-paragraph (2), and
(b) Is necessary for reasons of substantial public interest.

(2) Those purposes are –
(a) the exercise of a function conferred on a person by an enactment or rule of law;
(b) the exercise of a function of the Crown, a Minister of the Crown or a government department.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Mr Carl Evans
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact us for further information.

Details of main users of your information

The main user of your information will be the service area(s) relevant to your contact e.g. the service area that provides the service that your contact refers to.

Assistance with dealing with your contact may be needed from additional service area e.g. Legal Services, Insurance etc, depending on the nature of your contact.

Details of any sharing of your information within Caerphilly County Borough Council

Complaints may be shared with senior managers and appropriate elected members of the Council for the purpose of learning from complaints.

Details of any sharing of your information with other organisations

If you are making a request for a service provided jointly with another organisation, we may need to share your service request (including your identity and contact details where relevant) with them in order to provide the service requested.

If you make a complaint about a service provided by another organisation on behalf of us or provided jointly with another organisation, in order to investigate your complaint, we may need to pass details of your complaint (including your identity where relevant), with them.

If you have complained to others, such as the Public Services Ombudsman for Wales, about the services provided by us, we may need to share information about you (including the services you have received, complaints you have made and resulting investigations / outcomes) with them.

Details of data processors

Some of the services we provide are contracted out to other organisations for them to provide the service on our behalf. Where this is relevant, we will have a contract in place with that organisation that will limit and protect the use of your personal data.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice and will vary depending on the nature of your contact.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection legislation

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

When you contact us to make a request for a service, to make a complaint or to compliment us on the services we provide, or to make an enquiry; we will use the information you provide (including your personal data) for the purpose of dealing with your contact. In most instances the legal basis for processing your information will be public task.

In order to provide the service requested or deal with your enquiry or complaint we may need to share your information with other organisations. Some of the services we provide are contracted out to other organisations for them to provide the service on our behalf. How long we will retain your information will vary depending on the nature of your contact.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)