



HILLINGDON

LONDON

DATA PROTECTION PRIVACY NOTICE FOR LONDON BOROUGH OF HILLINGDON

Why are we providing this Notice to you

The Council, in its capacity of Data Controller, holds certain information about you "personal data" which it needs to process for the purpose of providing the service of Complaints and Members Enquiries. This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice which can be found on its website at: www.hillingdon.gov.uk/privacy.

What personal data do we hold in the Complaint and Enquiries Team

The types of data we hold and process will typically include:

- Name and full address including postcode, telephone and email addresses including sensitive personal data about your medical condition(s), rent or council tax arrears, etc.
- Next of kin details including names, contact numbers and addresses
- Details of other services that you have reported or accessed
- Details of support providers who may currently provide a service to you

We obtain some of this data directly from you and we may also obtain it from other sources. Where this is the case, we will set out in this Notice the identity and the contact details of the relevant data controller and also the contact details of their data protection officer, where applicable. We will also identify from which source the personal data originates, and if applicable, whether it came from publicly accessible sources.

We will also let you know the recipients or categories of recipients of the personal data, if any.

What is our purpose for processing your personal data

We need your personal data in order to investigate and respond to your complaint and to progress the communication/application we have received from you. If we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data.

What is the legal basis for our use of your personal data

- We have obtained your freely given and specific consent and have informed you that you have the right to withdraw it at any [time](#)
- We need it in order to perform a contract between the Council and [yourself](#)
- We need it in order to perform a task in the public interest
- We need it to comply with a legal obligation

What we do if your personal data is sensitive

We will only process your sensitive personal data with your consent, unless we can lawfully process it for another reason permitted by law. We will notify you if it is sensitive and as with non-sensitive personal data, you have the right to withdraw your consent to processing at any time by letting us know. Sensitive data is data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, genetic and biometric data, data concerning health or data concerning a natural persons sex life or sexual orientation.

For how long will we hold your personal data

We will only keep your personal data for as long as we need to in order to fulfil the purpose[s] for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

- For complaints the time limit for holding this information is 6 years from the date of the last complaint.

Organisations that we may share your personal data with

Typically the organisations we share your data with are:

Courts and Tribunals;

Other councils when permitted by law or consent;

Contractors who undertake work on behalf of the Council such as Liberata, PFL, John McGuinness Roofing, PH Jones, etc;

The Royal Mail delivers post for our service;

The Local Government and Social Care Ombudsman and Housing Ombudsman Service;

Elected Members such as Councillor and Members of Parliament if they make an enquiry on your behalf; and

Investigators commissioned to undertake investigations under Stages 2 and 3 of the Children's Act 1989 Representations Procedure (England) Regulations 2006.

Internal Sharing of data

We may share some of your data with other services within the London Borough of Hillingdon such as:

The Benefits Service;
Council Tax;
Planning Services;
Corporate Finance;
Housing Services including Private Sector Housing;
Adult Social Care;
Children and Young People's Services;
Street Scene Enforcement Team;
Legal Services;
Human Resources;
and other Central Services.

What happens if you provide personal data to us because of a statutory or contractual requirement

We will let you know of your obligation and also let you know of the possible consequences if you fail to provide it.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or in very limited circumstances erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline 0303 123 1113.

If you wish to exercise any of these rights, please contact Ian Anderson using the details shown below. You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

Please contact Ian Anderson for further information either by post to Ian Anderson, Business Manager for Complaints and Enquiries, London Borough of Hillingdon, Civic Centre, High Street, Uxbridge UB8 1UW or by email to IAnderson@hillingdon.gov.uk.

Statutory Data Protection Officer

You may also contact our Data Protection Officer for further information:

Data Protection Officer
Legal Services
Civic Centre
High Street
Uxbridge
UB8 1UW

Email: DPO@hillingdon.gov.uk