

Policy and Information

Stage 2 Complaints Process

Who we are?

Maidstone Borough Council, King Street, Maidstone, Kent, ME15 6JQ, t 01622 602000

Angela Woodhouse, Dataprotectionofficer@maidstone.gov.uk

How do we collect information from you?

We collect information from you when you visit <http://www.maidstone.gov.uk/>; also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

If there are any further details they wish investigated, this may not include additional personal data as it is collected at the point of taking the stage 1 complaint.

Our legal basis for using your information is:

Official Authority/Public task

We will use your information to:

Name and contact details are required to log the complaint and ensure that we can provide a response to the complaint in line with our process. Contact details also allow us to gather further evidence should it be required. This information should already

Research & Statistics

Anonymised & Pseudonymised data may be used for research & statistical purposes. Any Data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed above;

We do not intend to share this data. Should we need to at any time, we will seek your consent.

What are your rights in relation the personal data we process?

- Access – you can request copies of any of your personal information that is held by the Council.

- Rectification – you can ask us to correct any incorrect information.
- Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.
- Portability – you can ask us to transfer your personal data to different services or to you.
- Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.
- Right to prevent automatic decisions – you have to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

In line with our record retention schedule, records relating to Stage 2 complaints will be kept for 6 years.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

There are no automated decisions in this process.

Under 13s

If you are accessing online services and are aged 13 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <http://www.maidstone.gov.uk/home/privacy-and-cookies#cookies>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer; Angela Woodhouse, Dataprotectionofficer@maidstone.gov.uk

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 www.ico.org.uk or email casework@ico.org.uk