



Privacy Notice for Complaints

Why we are collecting your data

Lewes District Council and Eastbourne Borough Council are data controllers and need to collect your personal data in order to investigate and respond to your complaint. We will only collect the personal data from you we need in order to deal with your complaint.

The legal basis for the processing

The legal basis we rely on to process your personal data is article 6(1)(e) of the GDPR, which allows us to process personal data when this is necessary to perform our public tasks as local authorities.

If the information you provide us with contains special category data, such as health information, the legal basis we rely on to process it is article 9(2)(g) of the GDPR, which also relates to our public task and Schedule 1 part 2(6) of the DPA 2018 which relates to statutory purposes.

Who will your information be shared with?

To ensure our record keeping is efficient and to be able to provide services quickly across Lewes and Eastbourne we hold your personal information in a centralised customer record.

We may share information with the Local Government Ombudsman or Housing Ombudsman (as appropriate) if you have referred the complaint to them.

We may disclose information to third parties where it is necessary to comply with a legal obligation.

Where we need to disclose sensitive information such as medical details to a third party, we will only do so once we have obtained your explicit consent, or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

The councils are required by law to protect the public funds they administer. We may use any of the information you provided for the prevention and detection of fraud. We may also share information with other bodies that are responsible for auditing or administering public funds, including the Cabinet Office. The Cabinet Office requires councils to participate in data matching exercises to assist in the prevention and detection of fraud.

As a council we work with a research and consultancy service company to gather feedback on

- Complaints feedback
- Services feedback

We use this feedback to improve services and some information e.g. the percentage of our customers satisfied and how you felt your complaint was dealt with.

You may be asked to take part in surveys. If you do not wish for your personal data to be shared with the research and consultancy company we use, you can contact us as below and we will ensure your personal data is not shared with them.

We will not

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad
- Make decisions about you based on automated processing.

How long will we hold your data for?

We keep all records relating to complaints for six years from the date the complaint is resolved. If / If the complaint is referred to the Local Government Ombudsman or Housing Ombudsman we will keep details for ten years from the date the complaint is resolved.

Your rights

- You are entitled to request a copy of any information about you that we hold.
- If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.
- You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.
- You have the right to object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk

Contact details of the Data Protection Officer

Data Protection Officer

Lewes District Council and Eastbourne Borough Council
Eastbourne Town Hall, Grove Road, Eastbourne, BN21 4UG

Email: accesstoinformation@lewes-eastbourne.gov.uk Tel: 01323 410000

