

Privacy Policy – Complaints and Feedback

This privacy notice explains how Dacorum Borough Council (the Data Controller) will use any personal information we collect about you when you use our services.

It has been written to give you a clear explanation of our data processing practices to safeguard you and your personal information.

What information do we collect about you?

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- Name, Address, and contact details (Telephone Numbers, email addresses, social media accounts)
- Information relating to your complaint which may include Personal Data e.g., N.I Number.
- Login / ID
- Call Recordings (if customer rings up to make a complaint).

How will we use the information about you?

The information that the Council will collect varies depending on how you use the Council's Services. We are using the information provided in this case because we have obtained your consent; GDPR Article 6(1)(a). In this case we are collecting personal information so that we can;

- Manage and administer your complaint.
- Provide information and possible solutions to your complaint.
- Forward information on to another internal Council department for processing
- Conduct Feedback Surveys to make improvements to the service.

Sharing / Recipients

We may share the information with other recipients for the purpose of conducting the functions (listed above) We may share your information with;

- Other internal Council Departments to ensure your complaint is dealt with fully.
- Other relevant 3rd Parties. (e.g., Housing Repairs Contractors)
- External Ombudsman, Regulators.
- Councillors (County, Borough)

How long will we keep this information?

We will destroy this personal information in accordance with our [Retention Policy](#). To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information, please contact foi@dacorum.gov.uk

Security and Location of Data

Council data is kept securely on servers hosted in the United Kingdom.

Access to all our user information is restricted. Only employees who need the information to perform a specific job are granted access to personally identifiable information.

The servers on which we store personally identifiable information are kept in a secure environment which is continually monitored and tested.

Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact foi@dacorum.gov.uk in the first instance or visit <http://www.dacorum.gov.uk/home/open-data/personal-information>

You have a right to correct your Personal Data if it is not accurate. Please contact complaints@dacorum.gov.uk

You have a right to withdraw your consent for the council to use your information.

Please contact foi@dacorum.gov.uk

Notification of changes

From time to time it will be necessary to update this Privacy Policy. This is to ensure our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy in force at the time the information was collected.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <http://www.dacorum.gov.uk/home/cookies-policy>

Our Data Protection Policy

We have a General Data Protection Regulation (GDPR) Policy in place, and this can be found [here](#):

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is the Information Security Team Leader (Legal Governance). You can contact them by emailing foi@dacorum.gov.uk or calling 01442 228538.

Policy Version

This Policy was last updated on 13th February 2025