

Privacy notice for survey respondents

The Office of the Complaints Commissioner processes personal information to enable us to carry out our statutory duties. Part of these requires us to collect feedback from our customers on their experience of using the service and to use that feedback to help us improve how we work.

We will process any personal data we collect through our survey in accordance with the General Data Protection Regulation 2016 and the Data Protection Act 2018.

This notice is separate to how we deal with your information as part of an investigation of your complaint.

Information we collect from you

We process information to help us to understand our customers. This may include,

- opinions about our service
- name, address, sex, age
- qualifications, employment status
- marriage or civil partnership
- pregnancy or maternity

We also process special categories of personal data to meet our obligations under the Equality Act 2010. This may include,

- physical or mental health
- racial or ethnic origins
- religion or belief
- sexual orientation
- gender identity

Sharing your information

The information is collected and uploaded to a secure web-based system, provided by a third party. From this a quarterly report is presented internally, which has the information in an aggregated form. We also report results on our website annually.

How we protect the information

We take the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed. We also

make sure our employees only access your data in the proper performance of their duties. For more details see our Information Management Policies on the website <http://frccommissioner.org.uk/privacy-statement/>

Information which is processed by the third party is held on a secure web-based system. The processing is done so on the basis of written instructions and the third party is under a duty of confidentiality and are required to comply with the General Data Protection Regulation 2016 and Data Protection Act 2018 in their own right.

How we store and how long we keep the information

We store all survey responses on a secure web-based system. Once our survey closes for that year, data is transferred to our own server for analysis. At that point, the original data and any paper copies are destroyed.

Once we have completed our analysis, the equality information we collect is made anonymous so it can no longer be linked to individuals. This is done within 18 months from the date the information was collected.

The remaining data is stored for another 5 years from the date it was collected.

Your rights

Access to your data

You can ask to see a copy of the personal data we hold on you. You may do this by contacting us at SAR@frccommissioner.org.uk

The right to rectification

If the personal data we hold about you is not accurate or not complete, you can ask us to put it right (this is called rectifying your data). We aim to deal with any enquiries about rectifying your data within one month of receiving your request.

The right to object

You can object to our processing of your personal data, and we must comply with your objection unless we can demonstrate our grounds for processing override your interests, rights and freedoms. Your grounds for objection must be related to your situation.

The right to restrict processing

We will restrict processing of your data if:

- you tell us the data we hold is not accurate, while we verify the accuracy
- you object to our processing, while we consider if our legitimate grounds for processing override your right to object
- we no longer need the data but you need it to establish, exercise or defend a legal claim.

The right to erasure (“right to be forgotten”)

The right to erasure does not apply when information is being processed for the performance of a public interest task or exercise of official authority. This is the basis on which we process

complaints data and feedback about your experience of using our service, and so this right does not apply.

The right to data portability

The right to data portability only applies to data that is processed by automated means, and where processing is based on your consent or the performance of a contract. As processing complaints data and feedback about your experience of using our service is for the performance of a public interest task or exercise of official authority, this right does not apply.

Contact details

If you have any queries about the information given here, or how we handle personal data, please contact the:

Data Protection Officer
Office of the Complaints Commissioner
23 Austin Friars
London
EC2N 2QP

Email sar@frccommissioner.org.uk

To contact the Office of the Complaints Commissioner, use the address above.

The person who is ultimately responsible for the control of your data in our files is the Data Protection Officer. The data controller is the Complaints Commissioner

Complaints

If you have a complaint about how we have handled your data, you can complain to the:

Information Commissioner's Office
Wycliffe House
Water Lane
WILMSLOW
Cheshire SK9 5AF

Tel: 01625 545 700 or local call 0303 123 1113

Fax: 01625 545 510

www.ico.org.uk