

## Privacy Notice for Complaints

### Your Personal Data:

#### What we need

Lisburn & Castlereagh City Council is the 'Controller' of the personal data that you provide to us. We only collect basic personal data, this does not include any special types of information, it does however include name, address, email etc. We will only collect the personal data from you we need in order to deal with your complaint.

#### Why we need it

We need to know your basic personal data in order to acknowledge receipt of your complaint and to provide you with a response to your complaint. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

#### What we do with it

All personal data that we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information is located on servers within the European Union. No 3rd parties have access to your personal data unless the law allows them to do so. We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

#### How long we keep it

We are required under UK law to keep your basic personal data (name, address, contact details) for seven years after which time it will be destroyed. Information that you provide for marketing purposes will be retained until you notify us that you no longer wish to receive this information.

#### Who will your information be shared with?

Your personal data is recorded by the officers responsible for Customer Care at the Council. We may share information with the Northern Ireland Local Government Ombudsman 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.

#### What are your rights?

If at any point you believe the information we process on you is incorrect you may request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you have the right to complain to the Information Commissioner's Office (ICO). Our Data Protection Officer can be contacted at: [data.protection@lisburncastlereagh.gov.uk](mailto:data.protection@lisburncastlereagh.gov.uk) full details of can be found on the Lisburn & Castlereagh City Council website: [www.lisburncastlereagh.gov.uk](http://www.lisburncastlereagh.gov.uk)