



Fair Processing Notice for Social Care Complaints

1. Why do we collect and keep your personal information?

We collect and use your personal information to enable us to investigate a complaint you may raise in relation to Social Care. We will always treat your complaint in a sensitive way and ensure your details remain confidential and secure at all times.

The processing of your data is because it is necessary for the performance of this public task to do so. As a public body we undertake complaint investigations in line with the Social Services Complaints Procedure (Wales) Regulations 2014.

Some types of personal data are more sensitive than others, and so need more protection. This is classed as 'special category data' and in terms of your complaint it could include information about your health/and or disability. We process this type of data as it is necessary for reasons of substantial public interest.

2. How Information about you is used.

The information that you provide will be processed according to the General Data Protection Regulation 2016, the Data Protection Act 2018 and the Social Services Complaints Procedure (Wales) Regulations 2014 stated above.

We may cross check information with other departments within Pembrokeshire County Council or externally to help resolve your complaint. If this is the case we will let you know.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for auditing or regulatory purposes which is the Public Service Ombudsman for Wales, the Older Person's Commissioner and The Children's Commissioner, the Care Council for Wales and the Auditor General Wales.

We will not make any disclosures to third parties for marketing purposes in relation to your complaint.

We will only collect the personal information that is required to assist you with resolving your complaint. If your complaint is being investigated at formal stage, your information will be shared with the independent investigator, in addition to an independent person for complaints which relate to children. We have agreements with them as to how they will handle any personal data to ensure confidentiality.

3. How long do we keep hold of your information?

We will retain the information provided to us for:

- 6 years from the complaint being resolved in relation to Adult Care
- 99 years in relation to a complaint being resolved in relation to Children's Services.

Your information will be securely disposed of once it is no longer required.

4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Act Regulation. To make a request for any personal information we may hold please contact:

Access to Records Team

Pembrokeshire County Council
County Hall
Haverfordwest
SA61 1TP

5. Your Rights.

Under the General Data Protection Regulation, you have rights as an individual which you can exercise in relation to the information we hold about you:

- The right to be **informed** – Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the GDPR
- The right of **access** – you are entitled to request access to and a copy of, information we hold about you
- The right to **rectification** – you have the right to ask to have your information corrected
- The right to **restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties
- The right to **object** – this is not an absolute right and will depend on the reason for processing your personal information
- The right to **not be subject to automated decision-making and profiling**

6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Jo Hendy, Data Protection Officer
Pembrokeshire County Council
County Hall
Haverfordwest
SA61 1TP

Email: dataprotection@pembrokeshire.gov.uk
Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
Email case worker@ico.org.uk Telephone No: 0303 123 1113

7. Changes to this privacy notice.

We keep our privacy notice under regular review.