

## Help Us Get It Right

### Information collected

- Customer name
- Contact details (address, telephone number, email address)
- Details of complaint, compliment or comment

### Agencies we might share your information with

- Local Government
- Social Care Ombudsman

### Purpose for processing

The Council has a requirement to process the above information for the investigation of Complaints, Compliments and/or Comments. We operate under the Data Protection Act 2018 and other regulations such as GDPR. We request the minimum amount of information and it is stored securely in SharePoint software.

### Length of time we keep your information

6 years after the record has been closed.

### Updates to this privacy notice

We will continually review and update this privacy notice to reflect changes in our processes and procedures, as well as to comply with changes in the law. When such changes occur, we will revise the "last updated" date at the bottom of this notice. We encourage you to periodically review this notice and to be informed of how Colchester Borough Council is protecting your information.

The privacy notice was last updated on 20/02/2019.