

Data Protection Privacy Notice

Service: Governance and Licensing
Team: Information and Complaints
Processing activity: Corporate complaints process

The Data Controller

East Devon District Council's Information and Complaints Team
Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.
Contactable by emailing complaints@eastdevon.gov.uk or by calling 01404 515616.

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Use of your personal information

We are using your personal information for the purpose of progressing a complaint that has been made and on the basis of a legal obligation and / or a public task (through the Local Government Act 1974 and related guidance from the Local Government Ombudsman / Housing Ombudsman).

Your personal information will be used by EDDC for the purpose of investigating the complaint and communicating with you in respect of it.

Our use of your information may include using particularly sensitive information (for example your health or medical information) and this will only be used on the basis of your consent to us doing so.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the relevant service and within support services (such as the Legal and Finance Teams) where necessary to carry out the purpose and will be provided to the following;

Relevant departments to which the complaint relates.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your personal information will be stored securely within our IT system and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those accessing its online public registers nor what someone does with any information they obtain from them.

Your rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

Because we are using your information on the basis of legal obligation and public task then you also have the following rights in respect of how we use your personal information;

Right to restrict processing and the right to object.

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

Email: casework@ico.org.uk

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

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