Privacy Notice

Our core data protection obligations and commitments are set out in the council’s Primary Privacy Notice and on our website at Data Protection legislation.

Service Name: Customer First Service

We manage all Customer complaints for Children’s Services along with compliments and comments.

The Customer First Service is committed to ensuring that we are transparent about the ways in which we use your personal information and that we have the right controls in place to ensure it is used responsibly and is kept safe from inappropriate access, theft or misuse.

We co-ordinate and facilitate the complaints process and ensure Customers understand their rights in relation to complaints and that complaints are answered within the Local Authority or statutory timescales dependent on the type of complaint. This notice explains how we use your personal information and tells you about your privacy rights and how the law protects you.

What is personal information?

Personal information can be anything that identifies and relates to a living person. This can include information that when linked with other information, allows a person to be uniquely identified. For example, this could be your name and contact details.

For the Purpose of the Customer First Service the data we collect is,

- Names of complainants
- Address details
- Date of birth of adults and children (when appropriate)
- Names of children
- Family details (where appropriate) including partner, ex partners
- Email details
- Telephone details
- Name of social worker

The law treats some types of personal information as ‘special’ because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health
- Criminal convictions and offences
Purpose(s)
Your personal information is collected to help investigate any concerns or complaints you have about our services and for answering enquiries under access legislation. We also collect it to ensure any comments or compliments are recorded and passed to the correct department. You have given consent for this information to be used to enable us to deal with your complaint, comment or compliment as swiftly as possible.

Legal basis for processing

Information sharing/recipients
Depending on the nature of your complaint, comment or compliment your personal information may also be shared with other organisations to help us deal with your complaint, comment or compliment. This may include:

- Health Colleagues
- Police
- City Legal team
- Key school staff if it relates to a school
- Local Government Ombudsman
- Ofsted
- Service Providers
- Other Local Authorities
- Independent Complaint Investigators
- Commissioned Consultancy for the appointment of Independent Complaint Investigators

Data retention/criteria
We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements. Information will be kept for 6 years following closure of the complaint.

How is your personal data safeguarded?
We are committed to ensuring your personal information is safe and protected from accidental loss or alteration, inappropriate access, misuse or theft. As well as technical, physical and organisational controls, we recognise that a well-trained, informed and security alert workforce minimises privacy risks from human error and/or threats from malicious actors. We require our service providers to implement appropriate industry standard security measures and only permit them to process your personal information for specified purposes in accordance with our contractual instructions.

Your rights
You can complain directly to the Council’s Data Protection Officer Information about:
- exercising your rights
- contacting our DPO
- raising a concern with us, or
- making a complaint to the Information Commissioner
Updates

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details https://www.salford.gov.uk/your-council/have-your-say/complaints-comments-or-compliments/complaints-procedure/