

## **Together for Children Privacy Notice**

We process personal data to provide many of our services. As part of our responsibilities under the Data Protection Act 2018 we have a duty to make sure that we give people information about how we process this personal data. We do this in a number of ways, one of which is the publication of privacy notices.

## **Complaints and Compliments Privacy Notice**

### **Who do you keep information about?**

We keep information about people who have made a complaint or compliment regarding Together for Children's services. This includes:

1. Children's Social Care Complaints - Children and families who we have assessed and/or provided children's social care services or support (Children's Social Care Complaints and Compliments)
2. Corporate Complaints and Compliments

### **Why we need your information and how we use it**

Together for Children is always working to improve the way services are provided to our customers. We want to ensure that we are transparent and provide you with information about how we will use your personal data.

In order to investigate and administer your complaint it is necessary for us to collect and hold personal information about you.

The purpose of the processing of this personal data is to resolve complaints for individuals, learn from the feedback we receive and improve services.

If you make a complaint about us, we will hold the information you provide to us securely and use it to help us to process your complaint. Your information will only be passed to officers who are responsible for handling, investigating and responding to complaints. All information pertaining to complaints are administered and held on our network which is accessible by Customer Feedback Team staff.

Any personal data collected through the complaints handling process will be processed in accordance with the UK Data Protection legislation and regulations concerning social care complaints management.

### **Types of information collected from you**

We ask for details such as your name, contact number, email address and the type of service your complaint is about.

If the complaint relates to another person, we may need to contact them separately to gain consent if this has not already been provided.

#### **Who your information may be shared with (internally and externally)**

We will only share your information with other departments and organisations where it is necessary to deal with your complaint. There may also be certain circumstances where we would need to share your information, for example, where we are required to do so by law, for safeguarding purposes or in risk of harm or emergency situations.

#### **How long we keep your information**

We are required to keep your information relating to your complaint for a minimum of ten years after which time your complaint information will be securely destroyed.

#### **How you can access, update or correct your information**

The Data Protection Act gives you the right to apply for a copy of information about yourself. This is called a 'Subject Access Request'. To make a request, visit <https://www.sunderland.gov.uk/article/15384/Request-information-Sunderland-City-Council-hold-about-you>.

The accuracy of your information is important to us to be able to provide relevant services more quickly. We are working to make our record keeping more efficient. In the meantime, if you change your address or email address, or if any of your circumstances change or any of the other information we hold is inaccurate or out of date, please email the Customer Feedback Team at [customer.feedback@togetherforchildren.org.uk](mailto:customer.feedback@togetherforchildren.org.uk).

#### **Is my information used to make an automated decision about me and/or for profiling purposes?**

No.

#### **Your information choice and rights**

If you have any questions or concerns about how your information is used please email Sunderland City Council's Data Protection Office at [data.protection@sunderland.gov.uk](mailto:data.protection@sunderland.gov.uk).

#### **Information Commissioner's Office**

The Information Commissioner is the UK's independent body set up to uphold information rights.

If you would like to know more about your rights under the Data Protection law, and what you should expect from us, visit the [Information Commissioner's website](#).

If you have any concerns regarding our privacy practices or about exercising your Data Protection rights, you may contact the Information Commissioner's Office:

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

Telephone: 0303 123 1113 or 01625 545 745

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)