

# Consumer Relations Privacy Notice

This privacy notice applies to the Consumer Relations service provided by Worcestershire County Council and should be read in addition to Worcestershire County Council's [Full Privacy Notice](#).

The privacy notice will cover:

- [Purpose for processing](#)
- [Personal information collected and lawful basis](#)
- [Who we may share your information with](#)
- [How long we will hold your information](#)
- [Your information rights](#)

## Purpose for processing

The service processes personal information in order to administer and manage the compliments, comments and complaints the Council receive from customers either directly or jointly with partners and commissioned private and third sector providers. This includes:

- Enabling us to carry out investigations into your representation
- Providing a response and agreeing appropriate actions
- Learning from the experience to inform change in policy and/or process

## Personal information collected and lawful basis

The service processes personal information which is relevant to individual cases which may include, but is not limited to, the following personal data:

- Service User data e.g. Name and Contact Details (in all cases)
- Details of Other Family Members e.g. Name and Contact Details (where relevant to the complaint)
- Financial Details (where relevant to the complaint)
- Date of Birth (where relevant to the complaint)
- National Insurance Number (where relevant to the complaint)
- Legal status – Copy of Power of Attorney (POA) papers or Deputyship (where relevant to the complaint)

We may also process some special category (sensitive) information, which is relevant to individual cases and may include some of the following but is not limited to:

- Physical or Mental Health details (where relevant to the complaint)
- Racial or Ethnic origin (where relevant to the complaint)
- Offences (including alleged offences) (where relevant to the complaint)



## **Your information rights**

You are entitled to a copy, or a description, of the personal data we hold that relates to you, subject to lawful restrictions. Please go to our