

Privacy Notice for Complaints

Updated: 06 May 2026

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The reason we use your data

We collect, hold and use your personal data in order to process your complaints.

Why we are allowed to use your data

Without this personal data we will be unable to investigate and respond to complaints we receive.

Purpose

We collect, hold and use your personal data in order to investigate and respond to complaints. We will only collect the personal data from you we need in order to do this.

Who we can share your data with

We share your personal data internally where the Council receives a complaint about the conduct of a councillor, the Chief Executive and Monitoring Officer will need to be informed.

Complaints involving allegations of criminal behaviour or other unlawful actions will be referred to the Chief Executive and the Monitoring Officer and may be referred to the police.

Complaints involving allegations of financial impropriety will be referred to the Chief Executive, the Monitoring Officer, Director of Finance and Transformation, Chief Internal Auditor and may be referred to the police.

We may share information with the Local Government Ombudsman where you have referred the complaint to them.

We may also disclose your personal data to third parties where we are required to do so by law.

We may also use and check your personal data for the investigation and prevention of fraud, anti-social behaviour and criminal activity. This may include sharing your information with police services, credit reference agencies, governmental organisations (e.g., Department for Work and Pensions and HM Revenue and Customs) and other local authorities.

We also take part in the National Fraud Initiative's anti-fraud data matching exercise for these purposes

When computers make any decisions about you

Not applicable

How long we keep your data for

We keep all records relating to complaints for six years from the date the complaint is resolved.

If the complaint is referred to the Local Government Ombudsman we will keep details for ten years from the date the complaint is resolved.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the information that we hold about you. To make a request for your personal information please contact the Council's Data Protection Officer at dataprotection@rother.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have personal data rectified, blocked, erased or destroyed
- claim compensation for damages caused by a breach of the data protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us