

How we process your data when you make a complaint or a request for information

Herefordshire Council is the Data Controller under data protection law and will use the information you provide to make a formal complaint or to request information only for that purpose.

The legal basis for processing this data is the legal obligation under various legislation to respond to complaints and to have a complaints process, and to process requests for information. This legislation includes the Local Government Acts, the Freedom of Information Act 2000, and the Environmental Information Regulations 2004.

We will keep your data for 6 years after the close of all action regarding your complaint or 3 years for a Freedom of Information or Environmental Information Regulations request.

Your information will be shared within the council only as required to answer your complaint or request. If you approach a regulator, including the Local Government and Social Care Ombudsman or the Information Commissioner, we will share the information we hold with these regulators if they request it from us.

Individuals have a number of rights under data protection law, including the right to request their information. You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office.

You can contact the council's Data Protection Officer via informationgovernance@herefordshire.gov.uk