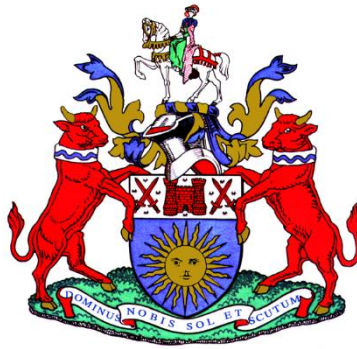


BANBURY TOWN COUNCIL



Privacy Notice for Complaints

Banbury Town Council is the Data Controller under the new data protection law and will use the information you provided to contact you about your complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We may compile and publish statistics showing information such as the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. If you have indicated that you wish to remain anonymous we will try to respect that. However there may be circumstances in which it is not possible to handle a complaint on an anonymous basis, and where the complaint is deemed to have sufficient substance and / or to be of sufficient severity that further investigation is warranted, then it may be necessary to disclose your identity.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for six years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

The legal basis for processing this data is both the necessity for compliance with a legal obligation and consent.

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 <https://ico.org.uk/>

Information you provide will only be used for the stated purpose. Further information about the processing of your data can be found on our website at <http://www.banbury.gov.uk/>

You can contact the Town Council's Data Protection Officer at, Banbury Town Council, The Town Hall, Bridge Street, Banbury, OX16 5QB. Or by email at info@banbury.gov.uk or by telephone on 01295 250340.

REQUESTED INFORMATION:

Please provide a name and address so that we can send you updates and information related to your complaint.

NAME:

ADDRESS:

Please provide an email address so that we can contact you regarding your complaint

EMAIL:

Please provide a telephone number so we can contact you directly if required.

TELEPHONE:

Your declaration:

I understand the following:

You will use the information I have provided to deal with my complaint, sending me updates and information related to my complaint which is being dealt with by the Council.

If you agree to being contacted in this way, please tick the relevant boxes:

Post ☐ Email ☐ Telephone ☐

If you need any further information please contact:

Banbury Town Council
The Town Hall, Bridge Street, Banbury
01295 250340

SIGNATURE:

DATE:
