

London Borough of Camden Privacy Notice:

Complaints

This notice explains your rights under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18) and sets out why we are using your personal information and what we will do with it. For more information about our general processing see www.camden.gov.uk/privacy or scan this QR code:



1. The name and contact details of the Data Controller and the Data Protection Officer

The data controller is London Borough of Camden, Judd Street, London, WC1H 9JE. Tel: 020 7974 4444. Our Data Protection Officer is Andrew Maughan, the Council's Borough Solicitor. dpo@camden.gov.uk.

2. The purpose of processing

We use your data so we can deal with your complaints about the council and its services, deal with complaints to the Local Government and Social Care Ombudsman, Housing Ombudsman service, Energy Ombudsman and any court issues. We also do general processing as explained in our general Privacy Notice that is linked to above and detailed below.

3. What personal data we use

Your name and contact details, and any information you give us about you and your complaint, and information the council or other parties hold that is relevant to us handling your complaint.

You can choose to tell us other information if it will help us meet either an access need (eg so we can send you information in large font if you have a visual disability), or so we understand the context of your complaint better.

We will also use information we already hold about you in council systems to provide you with a better council service and to ensure the council takes a joined-up approach to complaints, data subject rights and delivering services.

4. Your information will be used to:

- Process and respond to your complaints and any follow ups
- Provide information and context to other services dealing with requests, complaints or queries from you
- We will also use information we already hold about you in council systems to provide you with a better complaints service and to ensure the council takes a joined-up approach to information rights, complaints, data subject rights and delivering services.
- Comply with legal obligations such as the prevention and/or detection of crime including fraud, for employee safety, and for safeguarding purposes
- Meet any specific access needs you have disclosed such as large print or formats

5. Lawful Basis for processing personal data

Under the UK General Data Protection Regulation (GDPR), the lawful basis we rely on for using your personal data are:

- We have a legal obligation - GDPR Article 6 (1) (c)
- We need it to perform a public task – GDPR Article 6 (1) (e)

The underpinning laws are the Local Government Act 1974, **Local Authority Social Services and National Health Service Complaints (England) Regulations 2009**, the Local Government and Social Care Ombudsman complaint handling code, [section 7 of the Local Authority Social Services Act 1970](#), [the Children Act 1989 Representations Procedure \(England\) Regulations 2006](#); [Children \(Leaving Care\) Act 2000](#), [Adoption and Children Act 2002](#), [Health and Social Care \(Community Health Standards\) Act 2003](#), The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012; for any safeguarding actions the Children's Act and the Care Act 2014, for employee and others' safety the Health and Safety at Work etc Act 1974, and to make reasonable adjustments for requesters the Equality Act 2010, for other processing the Localism Act 2011.

Where we may collect special category (sensitive) data about your race, health, ethnic origin, etc., we rely on the following lawful basis:

- We need collect it for Substantial Public Interest in order to comply with UK Legislation GDPR Article 9 (2) (g). When we use this legal basis we also have to comply with a Data Protection Act 2018 Schedule 1 Part 2 condition, and we apply the following: Para 6. Statutory and government purposes and the underpinning law being those above.

6. What personal information you must provide and the consequences of not providing information when it is a legal or contractual requirement

We need to have your real name, the details of your complaint, and a correspondence address so we can deal with your complaint.

7. When we share your information

We will share your information with other council departments or third parties where necessary to undertake proper complaint investigations and for other relevant council tasks. Camden's policy is that all information will only be shared among council services and other agencies, where we have a legal power or duty to do this or a court order compels or allows us to do so. We will share only the minimum information for each circumstance. We also do general data matching or data sharing in certain areas for the prevention or detection of crime. More information on council services and information sharing can be found on the council's privacy statement linked above.

The council has several Data Sharing Agreements with organisations such as the Police or the NHS to cover sharing that is regular or routine. Ones from 2021 can be accessed here [Data Sharing Agreements \(DSAs\) | Open Data Portal \(camden.gov.uk\)](#)

We may need to share some of your information with:

- The LGSCO, Housing Ombudsman Service, Energy Ombudsman and other similar bodies such as the Information Commissioner
- Cabinet Office – National Fraud Initiative (NFI)
- HM Courts and Tribunals service
- Other Local Government departments, bodies and services where there is a statutory obligation or a lawful reason to share
- Policing Authorities for the prevention and detection of crime
- Authorised third party representatives acting on behalf of the person / company whose personal data we are processing such as a relative, solicitor, debt advisor, accountant, managing agent or insolvency practitioner
- Your Councillor or MP where you have made a complaint to them about the Council for them to investigate on your behalf
- Third parties we have engaged to undertake complaint investigations eg for Children's Statutory Complaints

8. How long will we keep your personal information?

Records are kept in line with our corporate retention schedule [LBC Retention Schedule and Disposal Policy \(camden.gov.uk\)](#).

9. Your information rights and your right to make a complaint about your data

The law gives you a number of rights although there are some exemptions to these rights. If you would like more information on your rights and the exemptions, please see these websites:

- Camden Council <https://www.camden.gov.uk/your-rights>
- The Information Commissioner's Office [Individual rights - guidance and resources | ICO](#) To exercise your rights please use [Data Subject Rights form - Camden Council](#)

If you have a data protection complaint it would be helpful if you contacted us first at dpa@camden.gov.uk to see if we can resolve the problem. You can also make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how the council has handled your personal data. You can contact the ICO Monday to Friday 9am to 5pm at telephone: 0303 123 1113. Live chat and other information can be found on their website:

<https://ico.org.uk/global/contact-us/contact-us-public/public-advice/> You should contact our Data Protection Officer first to see if this will resolve the problem before going to the ICO.

Automated decision making and transferring your personal information out of the European Union / European Economic Area (EU/EEA): We do not use automated decision making or profiling to process your personal data. Data in our FOI case management system is processed within the EU.

10. Updating this Privacy Notice

We will update the Privacy Notice periodically. It was last updated in September 2025