



**NEW
COLLEGE
LANARKSHIRE**

PRIVACY NOTICE

COMPLAINTS

This notice covers the processing of personal data when you make a complaint to New College Lanarkshire.

The data controller for the information being processed is New College Lanarkshire. Our registered office is 1 Enterprise Way, Motherwell ML1 2TX.

If you have any concerns or queries about how we use your personal information you can contact our Data Protection Officer at data.protection@nclan.ac.uk

How we use your information

We will use your information to:

- Record and progress your complaint
- Contact you in relation to your complaint
- For the purposes of audit and to ensure compliance with SPSO

Our lawful basis for using this information is **Legal Obligation**. As a public body, it is required under the Scottish Public Services Ombudsman Act 2002 to investigate and resolve complaints received from members of the public.

Where you may include special category data, our additional lawful basis is **Explicit Consent**.

Personal information collected

- Contact details. E.g. name, address, contact numbers, email address
- Contact details of the individual acting on your behalf (where applicable)
- Course details (where applicable)
- Relevant information to allow your complaint to be investigated
- Only where you have included special category data e.g. racial or ethnic origin, religious or philosophical beliefs, trade union membership, sexual orientation, health information would the College record this information.

Sharing your information

The College may share your information with the following third parties:

- Scottish Public Services Ombudsman (SPSO)
- The individual who made the complaint on your behalf (only where the appropriate consent has been provided)
- Auditors

Retention

We will retain your complaint information for 5 years after the last correspondence in relation to your complaint.

Your Rights

You have rights in relation to the personal information the college use. You can access information on these rights and how to use them on the Data Protection section of our website: <https://www.nclanarkshire.ac.uk/us/data-protection>

Please note where you have provided consent to processing of your personal data (specifically the special category data contained in a complaint), you have the right to withdraw your consent at any time.