



Privacy Notice

Complaints

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

The data controller 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 data you can contact our Data Protection Officer at data.protection@nclan.ac.uk

How we use your personal data

We use your personal data for the following purposes:

- Record and investigate your complaint
- Contact you in relation to your complaint
- To monitor compliance with SPSO requirements for public sector complaints

Our lawful basis for using this information is **Legal Obligation**. As a public body, we are 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 data processed

- 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 we record this information.

Sharing your personal data

We may share your personal data with:

- 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 record for 5 years after the academic year of the last correspondence in relation to your complaint.

Your rights

You have rights in relation to the personal data we use. You can access information on these rights and how to use them on the [Data Protection](#) section of our website.

Data protection complaints

If you feel your data protection rights have been infringed you have the right to complain to us about this. To make a data protection complaint to us please email your complaint to data.protection@nclan.ac.uk