



Privacy Notice

Complaints and Commendations

Identity and contact details of the Data Controller

Natural Resources Wales (NRW) is the Data Controller and is committed to protecting the rights of individuals in line with General Data Protection Regulation (GDPR).

Contact details of the Data Protection Officer

Natural Resources Wales has a Data Protection Officer who can be contacted through dataprotection@cyfoethnaturiolcymru.gov.uk 0300 065 3000

What information do we collect about you?

We process personal information to enable us to acknowledge and respond to complaints/commendations about the services we provide, and respond to requests to inform assessments and investigations carried out by the Public Services Ombudsman for Wales in keeping with the Public Services Ombudsman (Wales) Act 2005.

The types of personal information we may use (if you choose to provide them) include:

- personal details such as names, addresses (email and postal), telephone numbers
- family details for example next of kin details
- employment details (if provided)
- financial details, should the case relate to payments for services
- visual images/audio recordings, for example if photographic evidence, CCTV images or audio files are provided or required to inform a complaint investigation
- details held in a customer's record, where other NRW departments hold or manage records
- other existing records in relation to the complaint case

We may also process sensitive classes of information (should these be provided to support a complaint case) that may include:

- racial and ethnic origin
- offences (including alleged offences), criminal proceedings, outcomes and sentences
- tribunal applications, complaints, accidents, and incident details

How will your information be used?

Your information is used to respond to your enquiry or complaint/commendation and improve customer service provided by NRW and to:

- check and report on how effective NRW and our services has been
- ensure that money is used properly to pay for the services it provides
- investigate complaints, claims or incidents
- make sure services are planned to meet the needs of customers in the future
- review the service provided to make sure it is in keeping with our policies and procedures

- to inform or respond to assessments or investigations carried out by the Public Services Ombudsman for Wales

What is our legal basis for processing your personal data?

- When the data subject has given consent for the processing of personal data or provided explicit consent for the processing of special category personal data.
- Processing is necessary for compliance with a legal obligation (to satisfy requests in accordance with the Public Services Ombudsman (Wales) Act 2005).

Who receives your information?

For complaints/commendations about services provided by NRW

We require your consent for obtaining and considering all relevant information for the purposes of responding to correspondence, deciding whether to begin an investigation, or for the purposes of investigating the case in accordance with NRW's Complaints and Commendations Policy. This may include personal or sensitive personal information relevant to the case.

We require your consent and understanding for your complaint form/letter/email and all material supplied with it to be disclosed in full to the individuals or teams about whom you have complained, unless you specify otherwise, and may be further used in accordance with the terms of NRW's Complaints and Commendations Policy (including complaints involving more than one service provider or concerning services that have been contracted out if explicit consent is received to share information).

If you are complaining on behalf of someone else, proceeding to complete the form or write on their behalf confirms that they give their consent for a complaint/commendation to be submitted on their behalf and for NRW to obtain and consider all relevant records for the purposes of responding to correspondence or deciding whether to begin an investigation, or for the purposes of investigating their complaint in accordance with NRW's Complaints and Commendations Policy. We also require their consent for their information to be further used in accordance with the terms of NRW's Complaints and Commendations Policy (including complaints involving more than one service provider or concerning services that have been contracted out if explicit consent is received to share information), and that, as representative, you may be able to access their personal or sensitive personal information obtained for one of these purposes.

For complaints that NRW staff have breached the Code of Conduct

If we have received consent, your complaint form or correspondence and all material supplied with it (including your identity) may be disclosed in full to the staff member or team who I am making a complaint against, unless you specify other instructions. This information will also usually be disclosed to relevant colleagues (including NRW's Complaints Partner and Directorate Complaints Coordinators).

Any transfers to third countries and the safeguards in place

The data will not be transferred outside of the EU unless this transfer is required to respond to a complaint from a representative and that this is justified by receiving the appropriate consent.

How long will your information be held?

The personal data relating to your case will be held in accordance with NRW's retention schedule (no longer than 3 years for complaints and commendations).

What are the individual rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase and restrict your personal information. Please visit our [Data Protection webpages](#) for further information in relation to your rights

Any requests or objections should be made in writing to NRW's Data Protection Officer: -

Email – dataprotection@cyfoethnaturiolcymru.gov.uk

Data Protection Officer
Natural Resources Wales
Maes y Ffynnon
Penrhos Road
Bangor
Gwynedd
LL57 2DW

Security of your information

Your data will be held in a restricted-access section of NRW's Document Management System.

How to make a complaint

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact NRW's Data Protection Officer using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk