



## **Feedback and Complaints Privacy Notice**

This leaflet provides you with information about how we will use your personal data when investigating your concerns



## Why we need your information and how we use it

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In order to investigate and administer any concerns it is necessary for us to collect and hold personal information about you

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Viaduct Care would like to store and use your personal data to:

- enable us to carry out investigations into your complaint
- provide a response and agree appropriate actions
- learn from the experience to inform change in policy and/or process

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Any personal data collected through the complaints handling process will be processed in accordance with General data Protection Guidelines (GDPR)

## Type of information collected from you

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We will ask details such as your name, address, contact number, email address, GP Practice and NHS number.

## How long we keep your information

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We are required to keep your information relating to your complaint for a minimum of six years after which time your information will be destroyed.

## Your information choice and rights

If you have any questions or concerns about how your information is used please

email [stoccg.viaductcarefeedback@nhs.net](mailto:stoccg.viaductcarefeedback@nhs.net)

## Information Commissioner's Office

If you have any concerns regarding our privacy practices or about exercising your Data Protection rights, you may contact the Information Commissioner's Office:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

0303 123 1113 or 01625 545 745

[casework@ico.org.uk](mailto:casework@ico.org.uk)

