

## PEOPLE WHO MAKE COMPLAINTS, GIVE PRAISE OR PROVIDE COMMENTS PRIVACY NOTICE

### 1. Introduction

This privacy notice explains what personal information is collected when you engage with us for the purposes of making a complaint, comment or giving praise, what it is required for and who it is provided to.

The notice also describes why Eastlands Trust requires your data, and the legal basis on which it does this.

It provides additional information that specifically relates to this particular aspect of our service, and should be read together with the Eastlands Trust corporate privacy notice, which provides more detail on the questions below. Click here to read our general corporate privacy notice <https://mcractive.com/policies/Corporate-Privacy-Notice.pdf>.

### 2. What kinds of personal information does this service use?

When someone contacts us to complain, give praise or make a comment, then we collect the following information about that person:

- Name
- Email address

Within that correspondence, if you provide it to us, we will also collect other personal information about you if it is relevant to your communication, for example:

- Address
- Date of birth
- Gender

Within that correspondence, if you provide it to us, and it is relevant to your communication, we will also collect the following 'special category' personal information:

- Ethnicity
- Health-related information

### 3. What is your personal information is used for?

When we receive a complaint or comment from a person, we will only use the personal information we collect to process the complaint or comment and to check on the level of service we provide. We do compile statistics showing information about the number of complaints, praise and comments we receive, but not in a form which identifies anyone.

Please note, any email correspondence sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with our policies. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

#### Eastlands Trust

Head Office: c/o National Squash Centre & Regional Arena,  
Etihad Campus, Gate 13, Rowsley Street, Manchester M11 3FF

Company Registration no.: 03747112

#### **4. What is the lawful basis we are relying on to use personal information?**

We collect and use this information under provisions contained in the General Data Protection Regulation, Article 6. Specifically we collect the information referred to in paragraph 2 above under the requirements of contractual obligation, as we legitimately need these details in order to communicate with you knowledgeably on the point you have contacted us about.

Where you have provided any information that is classed as 'special category' personal information referred to in paragraph 2 above, we also collect that information under Article 9 of the General Data Protection Regulation, in that you have given us your explicit consent to process that particular personal information.

#### **5. Where has your personal information come from?**

You will have provided the information to us directly by contacting us.

#### **6. Who will we share your personal data with?**

We often have to disclose the complainant's or commenter's identity and other personal information to whoever the complaint or comment is about. This is inevitable for us to properly investigate the complaint or comment. If a complainant or commenter doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint or comment on an anonymous basis.

We will keep personal information contained in a complaint, comment or praise in line with our Data Retention Policy. This means that information relating to the complaint, comment or praise will be retained for a period of three years from closure of the complaint, comment or praise. It will be contained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, when enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

#### **7. What rights do you have in relation to your personal information?**

To read about what rights you have regarding the personal information used for this service, please click here <https://mcractive.com/policies/Corporate-Privacy-Notice.pdf>.

#### **8. How to contact us**

If you have any questions or concerns about how Eastlands Trust uses your personal information, please contact the Trust by email or post:

Email: [dataprotection@eastlandstrust.org](mailto:dataprotection@eastlandstrust.org)

Post: Head Office, National Squash Centre, Etihad Campus Gate 13, Rowsley Street, Manchester M11 3FF.

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## 9. Complaints or queries

If you have any concerns about the way Eastlands Trust processes your personal information, you have the right to complain to the Information Commissioner's Office.

The contact details are: 0303 123 1113 (Local rate)

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

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

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