

Office of the Police and Crime Commissioner for Gwent Police

Public Response Unit Privacy Notice

Who we are

The Office of the Police and Crime Commissioner for Gwent (OPCC) provides support to the Police and Crime Commissioner (PCC) in carrying out his duties and responsibilities which include holding the Chief Constable for Gwent to account for the delivery of local policing, setting and updating a police and crime plan, setting the budget and the precept and engaging with the public and communities within Gwent.

The Chief Executive of the OPCC is the data controller for the personal information we process, unless otherwise stated.

You can contact us in a number of ways

By email: Commissioner@gwent.pnn.police.uk

By telephone: 01633 642200

By post: Office of the Police and Crime Commissioner for Gwent
Police Headquarters
Turnpike Road
Croesyceiliog
Cwmbran
NP44 2XJ

The Data Protection Officer (DPO) is Joanne Regan. She can be contacted via the details above. Please mark all correspondence for the attention of the DPO.

Purpose of this privacy notice

This privacy notice is to advise you of how your personal information will be dealt with (processed) by the OPCC and your rights in relation to that processing.

The Public Response Unit (PRU) aim to deal with all low level complaints submitted about the service the public have received from Gwent Police prior to escalation into the formal complaints system. The PRU also receive and collate compliments about the service you have received from Gwent Police. In order to achieve this your personal information will be shared between the OPCC and Gwent Police.

For further information on Gwent Police and their Data Protection Officer, please visit their [website](#).

Complaints against the Chief Constable

The OPCC also has responsibility for dealing with any complaints made directly against the Chief Constable of Gwent Police.

What information do we collect?

We collect a range of information about you. This can include:

- your name, address and contact details, including email address, telephone number, date of birth, age and occupation;
- name, address and contact details, including email address, telephone number, date of birth, age and occupation of any family member, friend or solicitor you appoint to act on your behalf;
- information about your marital status, next of kin, dependants and emergency contacts;
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, gender, disability and religion or belief;
- details of the circumstances/incident/interaction with Gwent Police that has resulted in you making a complaint or compliment as well as any on-going contact you have with both Gwent Police and the OPCC whilst the complaint is being investigated;
- photographs that may contain pictures of you for example stills from CCTV cameras;
- any other information that you choose to provide us with that is applicable to your complaint.

We collect this information in a variety of ways such as via email, letter or use of the complaints form on the OPCC website. If you have contacted the Independent Office for Police Conduct (IOPC), they may refer your complaint to us to deal with in the first instance. Gwent Police will also send any low level complaints they receive to the PRU for resolution.

What is the legal basis for processing your personal data?

Section 22 of the Police Reform Act 2002 requires police forces to have regard to the IOPC Statutory Guidance to the police service on the handling of complaints. The Policing and Crime Act 2017 brings into law the power for the Police and Crime Commissioner to adopt any of the functions given to the Chief Constable of a police force in relation to complaints. Once the IOPC guidance in relation to the complaints element of the Policing and Crime Act 2017 has been ratified by Parliament, we will have a legal obligation to process your personal information. Until this has been approved, we will process your personal information based on public task as well as consent as a request to deal with the complaint is a request for us to process your information.

Where we process special categories of personal data, such as information about ethnic origin, sexual orientation, transgender, health or religion or belief, this is done for the purposes of equal opportunities monitoring.

Complaints against a Chief Constable

The arrangements for dealing with complaints against the personal conduct of a Chief Constable are statutory and are set out within the Police Reform Act 2002. We therefore have a legal basis to process your personal information in order to deal with your complaintant.

Sharing your personal data

Your information may be shared internally within the OPCC, with Gwent Police, the IOPC and any person or organisation you have requested to act on your behalf. Only staff who require access to your data in order to allow us to carry out our duties in relation to the recording and handling of your complaint will be provided with access to it. We will not pass on information to third parties except where it is necessary to resolve your complaint or where we are required to by law.

If you do not want us to share your personal information with Gwent Police, we will be unable to look into your complaint further.

How long do we keep your personal data?

Personal Data is kept in line with our *retention policy*. The OPCC retention policy complies with the National Police Chief's Council (NPCC) guidance on the retention of police records. Therefore your personal information will be retained **for** six years from the end of the closure of the investigation or six years from the end of any sanction if the matter resulted in disciplinary proceedings for any officer or staff member.

The record may be retained beyond six years at the discretion of the Chief Executive.

How do we keep your information secure?

The OPCC takes the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Access to your personal information held on the complaints system is restricted to those individuals who require it. Access to the systems can only be provided by the Gwent Police Professional Standards Department.

Your rights in relation to your personal data

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

- Your right of access
- Your right to rectification
- Your right to erasure
- Your right to restriction of processing.
- Your right to object to processing
- Your right to data portability

Further information in relation to these rights can be found in our general privacy notice.

Changes to this Privacy Notice

We keep our privacy notice under regular review to make sure it is up to date and accurate.

If you are not satisfied

We set very high standards for the collection and appropriate use of personal data and take any complaints very seriously. We would like you to bring to our attention any instance where you believe the use of data is unfair, misleading or inappropriate. We also welcome any suggestions for improvement. Please contact our Data Protection Officer for the OPCC in the first instance.

If you remain dissatisfied after contacting our Data Protection Officer, you can lodge a complaint with the Information Commissioner:

Information Commissioner's Office – Wales
2nd Floor, Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 01625 545297

Fax: 029 2067 8399

Email: wales@ico.org.uk

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