

## **Office of the Police and Crime Commissioner for Gwent Police**

### **Complaints and Reviews 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](mailto: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 OPCC has responsibility for dealing with any complaints made directly against the Chief Constable of Gwent Police.

As of 1<sup>st</sup> February 2020, the OPCC will also be the appropriate authority to deal with any reviews related to complaints that have been recorded by Gwent Police from this date onwards. Should you request a review, your personal information will be shared between the OPCC and Gwent Police. To assist the OPCC in responding to any requests for a review to take place of a recorded complaint once the initial investigation has been completed by Gwent Police, it has been agreed that the process for undertaking a review of the complaint will be outsourced, although responsibility for making the final decision will remain with the OPCC. As such, your information will

also need to be shared with Sancus who will be undertaking the review process on our behalf.

The OPCC have a statutory responsibility to monitor how complaints and disciplinary matters within Gwent Police are handled. This is undertaken via a dip sampling process. Complaints are selected from an anonymised list with only those complaints selected as part of the dip sampling process being accessed via the complaints system during the review.

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

### **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 and documents relating to the circumstances/incident/ interaction with Gwent Police that has resulted in you making a complaint against the Chief Constable or requesting a review of your recorded complaint that has been dealt with by Gwent Police;
- any on-going contact you have with both Gwent Police and the OPCC whilst the complaint is being investigated or the review is being undertaken;
- 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.

### **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 PCC to adopt any of the functions given to the Chief Constable of a police force in relation to complaints. The Police (Complaints and Misconduct) Regulations 2020 which details how complaints and reviews of formally recorded complaints should be handled, came into force on

1<sup>st</sup> February 2020. This legislation therefore places a legal obligation on the PCC to process your personal information in respect of all complaints made against the Chief Constable and also where a review has been requested on all recorded complaints from 1<sup>st</sup> February 2020.

The Policing Protocol Order 2011 paragraph 17(n) as issued under the Police Reform and Social Responsibility Act 2011 place a legal obligation for the PCC to monitor all complaints made against police officers and police staff.

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 or as part of your complaint or review. This meets

Further information regarding the appeal/review process can be found at the following Independent Office of Police Conduct link:

<https://policeconduct.gov.uk/complaints-reviews-and-appeals/reviews-and-appeals>

### **Sharing your personal data**

Your information may be shared internally within the OPCC, with Gwent Police, Sancus who have been appointed to undertake the review process on our behalf, 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.

Where your personal information is shared with an external source then we will ensure this is done securely.

If you do not want us to share your personal information with Gwent Police or with Sancus who will be processing reviews on our behalf, then we will be unable to look into your complaint/review further.

### **How long do we keep your personal data?**

Personal data is kept in line with our retention policy. The OPCC retention policy has been drafted in line 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.

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

No personal information is retained by the OPCC when the dip sampling process is undertaken.

### **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 and 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](mailto:wales@ico.org.uk)

**Updated 28<sup>th</sup> February 2020**