

## Children's Commissioner for Wales

### Privacy Notice: How we handle your personal information

#### Why we process your personal information

We only collect, record, and sometimes share your personal information if the law allows us to. For example, our Investigations and Advice service will process your personal information in order for them to handle your query, under the Commissioner's legal powers (which you can read more about [here](#)).

Personal information means information that is about you – for example, your name, date of birth and telephone conversations with us. We collect, record, and sometime share your personal information to help us provide the very best tailored advice and support.

We may also use information about your case to spot any wider issues or trends in the cases we receive and may use this information in our policy and public affairs work. All the information we use through our policy work will be anonymised (i.e. no individual can be identified).

All telephone calls to and from the Investigations and Advice service are recorded for training and monitoring processes and for complaint resolution.

#### Who we share your personal information with

We may share or check your information with the organisation your issue is about, with other people who have been involved with your issue or with other organisations who may be able to help resolve the issue you have brought to us. We will usually tell you if we share your personal information with another organisation.

If we are worried about your safety, or the safety of someone close to you, we might have to pass your information on without your permission. If we do pass on your information in such circumstances, we would normally tell you we were doing so and our reasons why.

Where we can, we keep your personal information within the European Economic Area.

#### Where we keep your personal information

We keep all our case-related information on a dedicated case management system. This system is hosted on our secure servers, where we also keep all our telephone recordings.

#### How can we collect, hold and use your personal information

Data Protection laws in the UK set out various lawful bases which allows the Commissioner and her team to collect, hold and use your information. For more information about the legal basis for collecting your personal information, please contact us on [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

## **How long we keep your personal information**

We keep your personal information only as long as we need to, in accordance with our document and information retention policy. For more details about our retention policy, please email [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

## **Your rights**

Data Protection laws in the UK provides you with rights in relation to your information.

In certain circumstances, you have a right to withdraw your consent to us processing your personal information at any time. You can also ask us to delete your personal information or to restrict or object to the way we use it.

We might need to keep some personal information – for example, to avoid duplicate cases or to comply with the law.

You have a right to receive any personal information you have given to us in an easy to use way – and to have it sent to another organisation. You can also ask us for a copy of your personal information and to correct it. Please contact us on [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk) if you want to find out more about how to do this.

## **What do to if you're unhappy with how we've handled your personal information**

Please first let the person looking after your case, or their manager, know so that they can look into your concern. You can also contact our data protection officer at: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

If you're unhappy with our response, you can contact the Information Commissioner's Officer at [www.ico.org.uk](http://www.ico.org.uk) or 01625 545 745