Privacy Notice 2

This privacy notice explains how we use the information we collect as part of creating an online account and submitting your complaint.

We manage all the personal information we hold in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

The information we collect about you

When you submit your complaint online and create an account we will save that information electronically. You can create an account to be able to save and view any forms you have created and to submit any additional documents about your complaint that might be relevant.

To create an account, we will ask you to provide:

- Your full name, email address, date of birth, full address and a mobile number

What we do with this information

We will use this information to establish your user account and to receive your complaint. We will not share this information or use it for purposes beyond what is necessary for the Ombudsman's work.

The information you upload

When you submit your complaint form to us you have the opportunity to provide additional information in other documents that are relevant such as correspondence with the organisation you are complaining about. This information will in most circumstances contain personal information about or the person you are complaining on behalf of, perhaps several different people.

The UK GDPR requires us to have a lawful basis to process your personal data. This is article 6(1)(e) of the UK GDPR, which allows us to process personal data when this is necessary to carry out our work.

The information you submit will be stored securely by the Ombudsman's and accessed as necessary to carry out our investigation and any subsequent reviews.

Retention

The information you submit relating to the complaint investigation will be retained in accordance with the Ombudsman's retention schedule.

Complainant privacy notice

The full details about how we use your personal information as part of the complaints process and how to exercise your rights is available from: Our privacy notice: What happens to the information you give us