

Privacy Notice – Child Friendly Complaints

Why we need your information

When you tell us there is a problem, we need to collect some information about you so we can help you. This may include your name, how we can get in touch with you, and what your complaint is about.

How we get your information

We may get this information from the complaint form you fill in, an email you send, or things you tell Council staff, such as a teacher. For example, you might write down what happened, or tell an adult at school who then tells us.

Sometimes other people or services within the Council will tell us things to help us understand what has happened.

How we look after your information

Information about you is important. We will look after it carefully on our computer systems. Only staff who need to see it can use it. For example, we would not show your complaint to people who do not need to help with it.

How long we keep your information

We will not keep your information any longer than we have to. We have a document called a record retention schedule which tells us how long we keep your information for. It is a bit like a rule book that tells us when we can safely delete old information.

We will always destroy your information safely.

Who we share your information with

To help us understand what has happened, we may need to share your information with other Council staff who can help, or other organisations, such as the National Health Service. For example, if your complaint is about school transport, we may need to speak to the team that organises school buses.

We will also share your information with someone who is helping you, such as a family member or teacher, but only if you say we can. For example, if your parent is helping you with your complaint, we may talk to them about it.

If you ask the Scottish Public Services Ombudsman to look at your complaint, they might ask us for information about it.

Sometimes we must share information because the law tells us to.

Why we are allowed to use your information

The law says we must look into complaints properly. This means we are allowed to use your information to help fix the problem.

Your rights

You have lots of rights around how we use your information. For example, you can ask us to show you the information we have about you. You can read more about this [here](#), or you can ask us to help.

If you are worried about how we use your information, you can tell us using our [online form](#), or email us at information.compliance@edinburgh.gov.uk.

You can also ask the [Information Commissioner's Office](#) for help. They make sure organisations use information about people properly.