



Privacy Notice

Using Your Personal Data – Complaint Handling Reviews

What we need

We need you to provide information such as your name, address, and contact details. We also need to ask you for information about the complaint you made to the relevant policing body. We will then ask the policing body for the information they hold relating to your complaint.

We will also ask you to complete an equality monitoring questionnaire. This is optional and will not have an impact on the review process.

Why we need it

One of our functions is to review the manner in which the police have handled complaints. We need this information to allow us to assess and carry out your complaint handling review. Our functions are explained in the Police, Public Order and Criminal Justice (Scotland) Act 2006 as amended by the Police and Fire Reform (Scotland) Act 2012.

We only ask you for the information that we need to carry out our complaint handling review function or improve the service we provide.

What we do with it

We will hold your personal information securely whether in paper or electronic format. We may share your information with other public bodies. We will only do this when it is necessary to carry out our complaint handling review function or to allow the public body concerned to carry out its own function.

We may disclose your personal information in exceptional circumstances. For example, where we are required by law to do so or where the health and safety of you or others is at risk.

We may use your information for statistical, research, training and development purposes.

A summary of your complaint handling review may be published on our website. It may also be featured in a press release. These documents are anonymised to ensure that no one in the report can be identified. When we have finished your review, we will let you know if a summary will be published. If you do not wish a summary of your complaint to be published, please let us know and we will consider this request.

How long we keep it

We will not hold your information for longer than is necessary. The timescales involved are explained in our [Records Management Policy](#). We take steps to ensure that we follow the policy.

What are your rights?

You have the right to request to see the personal information we hold about you. If you believe we hold information that is incorrect, you can ask for this to be corrected or deleted. You can also complain if you believe we have mishandled your data.

You can email us at: informationrequests@pirc.gov.scot

If you are unhappy with how we have dealt with your request or how we are handling your data, you can contact the Information Commissioner's Office (the ICO) at:

Post: Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 01625 54 57 45

Changes to our privacy notice

We regularly review and update our privacy notice. It was last updated in October 2021.

Questions

If you have any questions about this privacy notice, or need to contact us, you can:

Email: informationrequests@pirc.gov.scot

Phone: 01698 542 900

Post: Police Investigations and Review Commissioner
Hamilton House
Hamilton Business Park
Caird Park
Hamilton
ML3 0QA