



## Privacy Notice

Belfast City Council is the Data Controller under the General Data Protection Regulation (GDPR) for the personal data it gathers for the purposes of managing complaints, comments and compliments.

You are consensually providing your personal data to the Council, whose lawful basis for processing is for the performance of a task carried out in the public interest.

The Council is a public service provider under the Northern Ireland Ombudsman's Jurisdiction (Public Services Ombudsman Act (Northern Ireland) 2016 (the 2016 Act), and values your involvement in seeking continuous service improvement. We use your feedback, whether positive or negative to monitor and improve our service for the benefit of all our customers.

Your personal data may be shared internally within the Council with staff who are involved in providing this service and where necessary, between internal departments with the purpose of supporting an effective delivery of service. It may also be shared with the Northern Ireland Public Services Ombudsman if you decide to escalate your complaint to the Ombudsman's office for further investigation.

Your personal data will not be shared or disclosed to any other organisation without your consent, unless the law permits or places an obligation on the Council to do so. Personal data is held and stored by the Council in a safe and secure manner and in compliance with Data Protection legislation and in line with the Council's Records Retention and Disposal Schedule.

If you have any queries regarding the processing of your personal data, please contact [complaints@belfastcity.gov.uk](mailto:complaints@belfastcity.gov.uk)

If you wish to contact the Council's Data Protection Officer, please write to Belfast City Council, City Hall Belfast, BT1 5GS or send an email to [dataprotection@belfastcity.gov.uk](mailto:dataprotection@belfastcity.gov.uk)