



Privacy Notice – Complaints and Compliments

Introduction

The Dimensions (UK) Ltd Group of companies provide a range of support services for people with learning disabilities and autism, across England and Wales. We also campaign for a more inclusive society and run a number of projects and initiatives to support this.

Dimensions (UK) Ltd is a charitable registered society under the Co-operative and Community Benefit Societies Act 2014. Financial Conduct Authority No. 31192R and the Homes & Communities Agency 4648.

The Dimensions (UK) Ltd group of companies includes Discovery, registered charity number 10257343, Waymarks, registered charity number 1234234, and Outreach3Way, registered charity number 278140. For the purpose of this policy, these organisations are together referred to as Dimensions Group.

We, Dimensions, are the ‘controllers’ of the information which we collect about you (‘personal data’). In this Privacy Notice we will use the word ‘process’ which covers most things that can be done with personal data, including collection, storage and destruction of that data. Being controllers of your personal data, we are responsible for it, and this notice explains why and how we process it.

Our contact details are:

Dimensions, Building 1430, Arlington Business Park, Theale, Reading, RG7 4SA

Telephone number: 0300 303 9001

Email: enquiries@dimensions-uk.org

Our Data Protection Officer (DPO) can be contacted at dpo@dimensions-uk.org if you have any queries about this notice or anything related to data protection.

Your personal data

‘Personal data’ is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you.

It can also include ‘special categories’ of data, which is information about a person’s race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is ‘special categories’ or not, and we only process data if we need to for a specific purpose, as explained overleaf.

How and why we process your data

In general terms, we process your data in order to manage our relationship with you. The table below lists more specific purposes for processing your data, and the legal basis for each type of processing.

Processing purpose	Legal basis for processing
Recording, investigating and responding to complaints and compliments received by the organisation.	6(1)(c) – processing is necessary for compliance with a legal obligation. 9(2)(e) – processing relates to personal data manifestly made public by the data subject.

At times, we may further process data which we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose that the data was collected for. We will tell you about any further processing before carrying it out.

Personal data received from third parties

If as part of the investigation we need to source other information about you, we will seek consent.

Who we share your data with

This is a list of the information we may share with internal recipients, and for what purpose:

Internal recipients	Processing purpose
The Quality and Compliance team	To monitor and oversee the response to complaints and compliments.
Managers (relevant to the complaint/compliment)	To investigate, respond to and learn from complaints and compliments.
Data management team	To produce reports to investigate and respond to complaints and compliments.

Unless specifically requested by an Ombudsman or Regulator, we do not share your data with third parties (other organisations outside of the Dimensions Group). If we do, we would seek your consent.

How we store your data

Your personal data is held in electronic format. Electronic data, including emails, is stored on Dimensions' servers which are hosted by GCI within the UK, and Microsoft Cloud servers, which are located within Europe.

Software	Location
Dimensions Time Management System (DTMS)	The software and the data that it stores are held within Dimensions' servers, hosted by GCI in their UK data centres.

How long we keep your data

Information about how long we process your data for can be found in our retention schedule.

Some retention periods are based on legal requirements while others take into account practical needs to keep the data.

Once the applicable retention period expires, unless we are legally required to keep the data longer, or there are important and justifiable reasons why we should keep it, we will securely delete the data.

Your rights as a data subject

As a data subject, you have the following rights in relation to your personal data processed by us:

- to be informed about how your data is handled;
- to gain access to your personal data;
- to have errors or inaccuracies in your data changed;
- to have your personal data erased, in limited circumstances;
- to object to the processing of your personal data for marketing purposes or when the processing is based on the public interest or other legitimate interests;
- to restrict the processing of your personal data, in limited circumstances;
- to obtain a copy of some of your data in a commonly used electronic form, in limited circumstances;
- rights around how you are affected by any profiling or automated decisions.

Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time.

Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Officer: dpo@dimensions-uk.org

Proving life can get better

Dimensions (UK) Ltd. is a charitable registered society number 31192R. Building 1430, Arlington Business Park, Theale, Reading RG7 4SA November 2018