

## Customer Feedback

### Hull City Council – Customer Feedback – Complaints, Concerns, Comments, and compliments

The information that you provide is processed in accordance with the General Data Protection Regulation and the Data Protection Act 2018.

The data controller for this information is Hull City Council. We can be contacted by -

- emailing [info@hullcc.gov.uk](mailto:info@hullcc.gov.uk)
- telephone - 01482 300 300

We will use the information you provide to respond to your enquiry and, where necessary, investigate your concerns. We will not routinely share your personal information with third parties. Where necessary we may share information with Hull City Council's partner organisations, agents and contracted providers. Notable examples are –

- Kingstown Works Ltd who provide housing repairs and maintenance
- Civica in respect of revenues and benefits and customer contact centre services
- Hull Culture and Leisure Ltd who deliver leisure, parks, sports, library, museum and gallery services
- NPS (Hull) who provide property management
- Independent Designated Tenants Complaint Panel

We may also share your information with other parties where we deliver shared functions. We may also disclose information to regulatory bodies, primarily this is the Local Government, Social Care Ombudsman, and the Housing Ombudsman. We may also share your information with health, social care, the police, or other professionals where it is found to be necessary to protect your or another person's vital interests or there is another overriding legal requirement. Where it is reasonably suspected that you have or may make a legal claim against the Council details may be shared with our legal service, our insurers and any third-party legal advisors we engage.

We process personal information in accordance with the following GDPR provisions -

Article 6 (1) (c) processing is necessary for compliance with a legal obligation to which the controller is subject.

Article 6 (1) (d) processing is necessary in order to protect the vital interests of the data subject or of another natural person.

Article 6 (1) (e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Article 9 (2) (f) processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.

Article 9(2) (g) processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

Article 9(2) (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in Article 9, paragraph 3 of the GDPR

### We hold information about –

- people submitting complaints, concerns, comments and compliments
- people who are the subjects of complaints, including our employees and employees at other organisations we work with
- third parties who may be involved in complaints, concerns, comments and compliments

### The types of information we hold includes -

- names and contact information
- details of complaints, concerns, comments and compliments
- general biographical information relating to the issues raised

### We receive information from -

- customers/residents
- those acting on behalf of customers and residents, for example elected members, MPS, advice and support organisations
- Hull City Council departments
- organisations who deliver services with us or on our behalf
- other organisations such as housing providers, health and social care providers, the police and fire rescue services

Details of complaints, concerns, comments and compliments are retained for 6 years and in any case where negligence may be involved for 15 years. Local Government Ombudsman complaints are retained for 10 years after the case is closed.

[For more details about how Hull City Council uses personal information and your information rights](#)

If you would like to enquire about how your personal information is processed by us; or wish to complain please contact –

Hull City Council  
Data Protection Officer  
Room 11  
The Guildhall

HULL  
HU1 2AA  
[Information@hullcc.gov.uk](mailto:Information@hullcc.gov.uk)  
01482 300300

You also have the right to complain to the regulator –

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.