

Privacy Notice – Complaints

1. Data Controller

1.1. The Data Controller is:

Public Prosecution Service, 93 Chichester Street, Belfast BT1 3JR

The Data Protection Officer for PPS can also be contacted by email (dpo@ppsni.gov.uk) or telephone (028 9089 7100).

2. Why are you processing my personal information?

- 2.1. We are processing your data to provide you with a response to a complaint which you or your appointed representatives have made about the PPS.
- 2.2. This processing of this data is consistent with the statutory purpose of the PPS as set out in Sections 29-39 of the Justice (Northern Ireland) Act 2002.

3. What categories of personal data are you processing?

- 3.1. The personal data processed by PPS depends on the nature of your complaint but is likely to include data such as:
 - Name
 - Contact details such as email address, Telephone/Mobile number, address
 - Details of means used to identify you as the data subject
 - Details of means used to confirm that an appointed representative is appointed by you
 - Details of any response we send to you. This may include additional personal data to the categories above (if we hold any).

4. Where do you get my personal data from?

- 4.1. You send information about your complaint to PPS:
 - By post
 - By email
 - Through an online complaint form
- 4.2. Data sent to the online complaint form is stored by [IT Assist](#) on their servers. IT Assist transfers online data to PPS for storage on local servers. PPS also stores all data relating to your complaint on databases on its local servers.

4.3. Personal data included in any response to you may be obtained from any of the PPS systems depending on the nature of your complaint.

5. Do you share my personal data with anyone else?

5.1. The PPS may share your data in response to a request from the [Independent Assessor of Complaints](#). The Assessor's role is to ensure that the PPS handles complaints fairly, thoroughly and impartially. We may share your data

- following a complaint you make directly to the Assessor
- as part of an audit of complaints made to the PPS carried out by the Assessor.

6. Do you transfer my personal data to other countries?

6.1. Your data is stored on PPS servers which are located in the UK. We do not transfer this data to other countries. Data stored by NI Direct is also stored on UK servers.

7. How long do you keep my personal data?

7.1. We retain your data in line with the PPS Retention and Disposal Schedule. Data processed in relation to your request is normally held for 2 years.

7.2. Data on which any response to you is based is held in line with its own retention period as defined in the PPS Retention and Disposal Schedule.

8. What rights do I have?

8.1. If your data is being processed for law enforcement purposes then your rights are as follows:

- To obtain confirmation that your data is being [processed, and access to your personal data](#). However, the PPS is able to restrict this right to avoid prejudicing the prevention, detection, investigation or prosecution of criminal offences or the execution of criminal penalties;
- To have personal data [rectified if it is inaccurate or incomplete](#)
- To have personal data erased and to prevent processing, [in specific circumstances](#).
- In relation to [automated decision making and profiling](#). However the PPS does not carry out automated decision making.

8.2. If your data is being processed for other purposes then you have the following additional rights:

- To 'block' or suppress processing of personal data, [in specific circumstances](#)
- The right to data portability, [in specific circumstances](#)
- The right to object to the processing, [in specific circumstances](#)

9. How do I complain if I am not happy?

- 9.1. If you are unhappy with any aspect of this privacy notice, or how your personal information is being processed, please contact the PPS Data Protection Officer.
- 9.2. If you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Email: casework@ico.org.uk
<https://ico.org.uk/global/contact-us/>