**Privacy Notice**

**Who is the Data Controller?**

The Police and Crime Commissioner for Dyfed-Powys.

**Where are we based?**

PO Box 99,

Llangunnor,

Carmarthen,

SA31 2PF.

**Who should I contact if I have a query?**

The Police and Crime Commissioner’s Compliance & Performance Manager, Cheryl Gayther.

**What personal data do we collect, process, hold and share?**

* Some of your personal information (name, address, contact email, phone number and whether you are over 18)
* Your language preference
* Brief details about your query

**Why do we collect and use this information?**

* We ask for the information above to help us to answer your query
* To provide relevant support and advice to you
* To monitor trends in concerns being raised in your area
* To keep you informed of the Commissioner’s work in your area

**What is our lawful basis for using your information?**

We collect and use your information under article 6, paragraph 1, points b-e of the General Data Protection Regulation, where it is necessary:

(b) To deliver a service to you e.g. to support you when you appeal against how a complaint you made to Dyfed-Powys Police has been dealt with

(c) For us to comply with our legal obligations e.g. delivering Welsh language services

(d) To protect the vital interests of you or any other living person e.g. if you tell us you are in danger or may do something to endanger others

(e) For the performance of a task carried out in the public interest or in the exercise of official authority vested in the Commissioner e.g. to make sure the police service are offering the right support in the right places

**What type of personal data do we collect?**

* Personal data means any information relating to you which can be used to identify you. Specifically we mean your name, address, date of birth and any specific details about your reason for contacting us.
* If you are applying for a job with us (paid or voluntary), we will also ask for additional sensitive data about you e.g. ethnicity, religion, disability and gender. This will be kept in the strictest of confidence and separated from your application form before shortlisting.

**How do we collect your data?**

We collect your personal data directly from you or if it has been transferred to us from Dyfed-Powys Police, one of our commissioned services, a local authority or someone acting on your behalf. If this is the case, you should have been informed by them that they were doing so.

**How do we protect your data?**

We restrict access to our offices and keep all personal data we hold in secure cabinets and restricted access electronic storage. Only those who need to see your information, do.

**Who do we share your information with?**

Depending on the nature of your query, we may have to share your information with:

* [Dyfed-Powys Police](https://www.dyfed-powys.police.uk/) – if your query relates to a concern or compliment relating to how you have been treated by the police
* One of our [Commissioned Services](http://www.dyfedpowys-pcc.org.uk/en/work-with-me/service-suppliers/) – if your query relates to accessing additional support provided on our behalf
* One of our [Partners](http://www.dyfedpowys-pcc.org.uk/en/work-with-me/partners/) – if your query relates to services under their control
* Other Police and Crime Commissioners – if your query relates to services outside of the Dyfed-Powys area

If we need to do this, we will inform you of our intention to do so and why. You have the right to object or restrict this at any time.

We will not transfer your data outside of the UK unless there is a legal reason to do so. In the rare situation where this is necessary, we will discuss this with you.

**How long do we keep your information?**

This depends on the reason for us collecting your personal information. Our timescales for reviewing all of our stored information are set out in our [Retention and Disposal Policy](http://www.dyfedpowys-pcc.org.uk/wp-content/uploads/2017/05/Retention-Disposal-Policy-May-17.pdf).

**What are your rights?**

You may at any point:

1. Request access to any information we hold about you – we must respond within one month of receiving your request.
2. Inform us of any inaccuracies – we must correct them within one month, unless there are complicating factors.
3. Request that we delete information we hold relating to you – we have to consider your request without undue delay.
4. Restrict what we do with your information – we may still continue to store your data but you may be able to restrict how we use it. We will inform you when the restriction is lifted.
5. Request to receive any electronically held personal data relating to you in a portable format or have it transferred directly to another data controller.
6. Object to us processing your data – we must stop processing your data unless we can show compelling legitimate grounds for continuing.
7. Challenge any decision made via automated decision-making or profiling – by requesting human intervention, expressing a point of view or contesting the decision.

**What if you change your mind?**

Any consent you have given us may be withdrawn at any time. We may still have to process your data, but only where we have relied on another lawful basis other than your consent. This will be made clear to you when we collect your data.

**What can you do if you are not happy?**

If you wish to complain about how you have been dealt with, you may complain to the [Information Commissioner’s Office](https://ico.org.uk/).