

Privacy Notice

Complaints Handling

Who are we?

The Skills Development Scotland Co Ltd (“SDS”, “we”, or “us”) is the national skills body supporting the people and businesses of Scotland to develop and apply their skills.

Complaints Handling

As a non-departmental public body, SDS is required to follow Scottish Public Services Ombudsman (SPSO) guidance around complaints handling. Details provided when submitting a complaint to SDS are used to continually improve our products and services, make efficient use of our resources and enhance customer satisfaction.

Who is this Privacy Notice for?

This Privacy Statement provides information to those who have submitted a complaint to SDS around how their personal data will be processed, shared and stored.

What personal information do we collect and process?

- Information that is provided by yourself for the purpose of responding to your complaint, such as name and contact information, including email, telephone number or address, and other information provided that is relevant to your complaint.

How do we use your information?

	Type of personal information	How does SDS use your personal information?	Under what legal basis does SDS use your personal information?
1.	Personal information, Contact information.	To respond to your complaint and provide updates to you on this.	Fair and lawful because it is: <ul style="list-style-type: none"> necessary for SDS to perform a task in the public interest necessary for SDS to comply with its legal obligations
2.	Personal information.	To monitor, audit and evaluate the outcome of your complaint.	Fair and lawful because it is: <ul style="list-style-type: none"> necessary for SDS to perform a task in the public interest

3.	Contact information.	To issue a survey to you to evaluate your experience of the complaints process at SDS. You will not be able to be reidentified from these responses.	Fair and lawful because it is: <ul style="list-style-type: none"> necessary for reasons of legitimate interest.
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When might we share your information?

The information collected shall be held by us or on our behalf and may be passed by us to other public bodies concerned with one or more of the following:

- economic development
- skills development
- awards for vocational qualifications
- maintaining educational standards
- the provision of other public services or benefits
- our internal/external auditors in each case, to the extent required to fulfil their respective public functions.

Your personal information may also be shared with a private organisation, in the event that this is required for the resolution of your complaint.

Aggregated data is published in line with Scottish Public Sector/Service Ombudsman (SPSO) requirements. These reports are anonymous, and you will not be able to be re-identified from them.

How do we protect your information?

Skills Development Scotland maintain a high standard of both physical and network security designed to protect paper or electronic forms of storage to hold and process your personal information.

Information that we hold about you will be subject to rigorous safeguards to ensure that it isn't accessed or disclosed inappropriately. We also take steps to ensure that your information is not damaged or rendered unavailable to those who have a right to see it.

To meet confidentiality requirements for our customers, stakeholders, and staff, Skills Development Scotland has Confidentiality, Data Protection and Information Technology notices in place, and we ensure that staff are fully aware of these and the associated guidance in relation to your personal information. These also apply when we dispose of paper records and delete electronic information in ways that ensure that your information cannot be recreated.

How long do we store your information?

Complaints are retained by SDS for 12 months or until the date of your 19th birthday, whichever is later. After this date, complaints are anonymised, and your personal information is removed. We retain some non-personal information about your complaint in order to continuously improve our services.

If you require any further detail or clarification on how long we will keep your personal information for and our reason for doing so, please feel free to get in touch with us through the contact information provided in the contact section below.

Your Rights

Under Data Protection legislation – including the UK GDPR and Data Protection Act 2018 - you have a number of rights in relation to how your personal information is processed.

If you wish to find out what these rights are, please see www.sds.co.uk/privacy and get in touch with DPO@sds.co.uk if you wish to find out more information or enact one of those rights.

Updating Information

Please let us know if the personal information which we hold about needs to be corrected or updated.

Notice Amendments

We may update this privacy notice by posting a new version on the website and, where appropriate, we will notify you by email. Please check back frequently to see any updates or changes.

Data Controller

The data controller responsible in respect of the information collected is The Skills Development Scotland Co. Limited, which is notified to the Information Commissioner as a data controller with registration number Z1445093.

If you remain dissatisfied with our response following any review related to a request you have made regarding your personal data, you are entitled to appeal to the Information Commissioner. Such an application should be sent to the following address:

Information Commissioners Office

Wycliffe House, Water Lane, Wilmslow SK9 5AF

Phone: 0303 123 1113

Website: ico.org.uk/

Contact

If you wish to get in touch regarding any queries about your rights, or for any other matter, please contact the Data Protection team at DPO@sds.co.uk.