

# ICGS Reviewer Privacy Notice

This privacy notice provides you with information about how we collect and use personal data for the purpose of conducting the review of the Independent Complaints and Grievance Scheme ("ICGS").

In this privacy notice, references to 'we', 'our' or 'us' are to the ICGS Reviewer and staff assigned to facilitate the review being conducted. Everything that we do with your personal data – for example, collecting, storing, using, sharing, or deleting it – is referred to as 'processing'.

This privacy notice applies to anyone whose personal data we process when conducting the review of the ICGS, including that of the complainant, the respondent, and witnesses from the limited number of cases to which we will be given access.

This notice will be reviewed periodically and, if necessary, updated.

## My contact details:

Name: Paul Kernaghan

E-mail: [icgsreview@parliament.uk](mailto:icgsreview@parliament.uk)

## The type of personal information we access

For the purposes of the review, we will be given access to a small number of cases, numbering no more than 10. From those cases, we may process the following data:

- Personal identifiers, contacts, and characteristics (for example: name, employer, role, and contact details)
- if you are a complainant or a respondent, details of the complaint including the allegations, assessment reports, and evidence
- if you are a witness, information you provided about a case
- information about your involvement in any previous investigation
- other personal data that you may share with us

Ahead of being granted access, ICGS staff will work to limit the personal data that is shared with us, ensuring that no unnecessary personal and sensitive data is included.

## How we will use the personal information

We will have limited access to ICGS cases. Of the few cases that we will be granted access to, we will use the information to inform the review with respect to its [terms of reference](#). No personal data from cases will be included in the reviewer's final report.

We will also launch a call for submissions of written evidence that address the [terms of reference](#) of the review, as well as hold meetings with various stakeholders as part of the review. Beyond identifying themselves and their position(s) in Parliament, submitters and meeting attendees may choose to include/disclose further personal information within their submissions/during meetings.

Any personal data processed will only be used to inform policy, procedure, and process recommendations. We will not be re-considering any cases.

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you to help inform the ICGS review, via written submissions of evidence or through meetings with the Reviewer.

We also receive limited personal information from complaint files indirectly from the ICGS team.

We use the personal data to:

- Consider ICGS policies, procedures and processes
- Make recommendations to improve the ICGS
- Determine what issues the ICGS may be experiencing

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

### **(a) We have your consent.**

UK GDPR Article 6(1)(a) - you can withdraw your consent at any time by contacting [icgsreview@parliament.uk](mailto:icgsreview@parliament.uk).

### **(b) We have a legitimate interest.**

UK GDPR Article 6(1)(f) – the processing is necessary for the purposes of our legitimate interests or those of a third party when balanced against your interests and rights. This is balanced as follows, for example:

- *The legitimate interests of the ICGS Reviewer in conducting a review – in line with the agreed Terms of Reference – of a limited number of cases to assess the quality and effectiveness of the ICGS*

- *Processing is necessary to understand the experience of service users and to inform recommendations for how the governance of the ICGS can be clarified and improved*
- *The legitimate interests of individuals whose data is processed do not override those of the ICGS Reviewer*

A further 'condition for processing' is required when processing special categories of personal data. Special categories include racial or ethnic origin, religious or philosophical beliefs, trade union membership, genetic and biometric data, health data, and information about sex life or sexual orientation.

The condition we rely on for processing this type of data for the purposes of the ICGS review is:

### **(c) We have your explicit consent.**

UK GDPR Article 9(2)(a) - you can withdraw your consent at any time by contacting [icgsreview@parliament.uk](mailto:icgsreview@parliament.uk).

## **How we store your personal information**

Your information is securely stored.

We will keep your personal data for the duration of the review. We will then dispose your information within six months of the review being published.

We take the security of your data seriously. All personal data that is provided to us will be stored securely. We have information security measures in place to oversee the effective and secure processing of it.

## **Your data protection rights**

Under data protection law, you have rights (subject to limited exceptions), which include the following:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restrict processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object** - You have the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one calendar month to respond to you.

Please contact us at [icgsreview@parliament.uk](mailto:icgsreview@parliament.uk) if you wish to exercise your rights.

You can find out more about data protection and your rights via the Information Commissioner's website: <https://ico.org.uk/for-the-public/>

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [icgsreview@parliament.uk](mailto:icgsreview@parliament.uk).

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your personal data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>