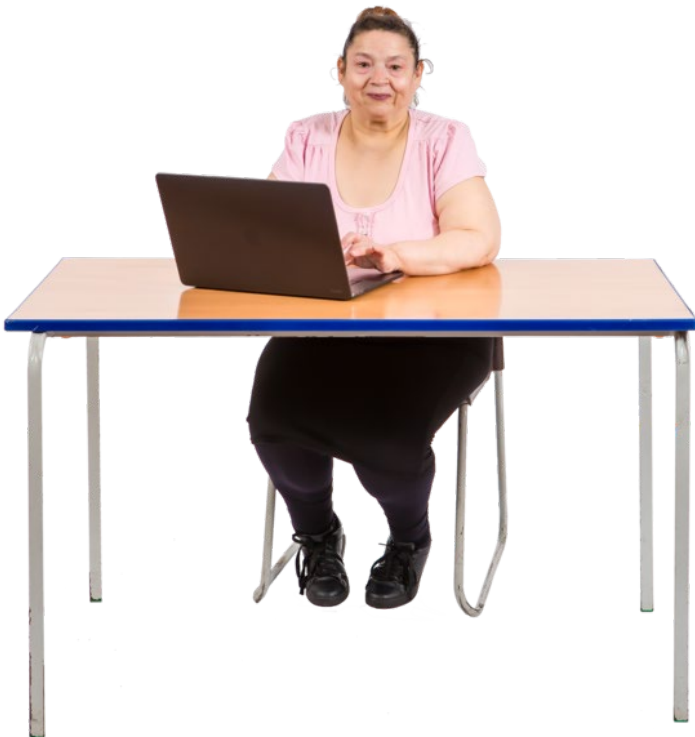


How we keep and use the information you give us



This is the easy read version of:
Our Privacy Policy



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About this document



We are the **Parliamentary and Health Service Ombudsman**, or **PHSO** for short.



We look into complaints that people make about:

- the NHS in England
- government departments
- other public services.



This document tells you about:

- How we use the information you give us
- How we look after your information.



We follow rules and laws to keep your information safe.

For example, a law called the **General Data Protection Regulation (GDPR)**.

What information do we keep about you?



When you first get in touch with us we will keep a note of:

- Your name and address
- Your phone number and email address
- Information about your complaint.

Do we share your information?



We can only share information about you and your complaint if we need to for our work.



We need to share some information about your complaint with the organisation you complained about.



You must agree that we will share some information if you want us to look at your complaint.



Tell us straight away if you don't want us to share your information.

That is fine. But it can stop us doing all the work we need to.

Why do we need information about you?



We need information to help us look at and solve your complaint.



For example, we need to talk to the organisation you complained about to:

- Find out what has happened with your complaint so far
- Decide the best way to look at your complaint.

What happens if we don't look into your complaint?



We may decide that we can't look into your complaint.



If this happens, we will send you a letter to tell you why.



We may send a copy of the letter to:

- Your local MP if your complaint is about a government organisation
- The person or organisation you complained about if your complaint is about the NHS.



We will only do this if they know about your complaint.

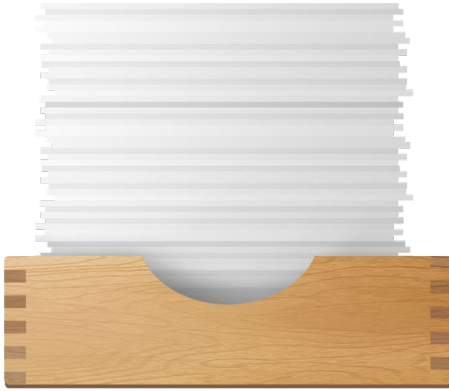
We will tell you first.

What happens if we do look into your complaint?



We must tell the organisation and any person you complained about.

We need to tell them your name and information about your complaint.



We usually ask for more information about your complaint.

We may get more information from:

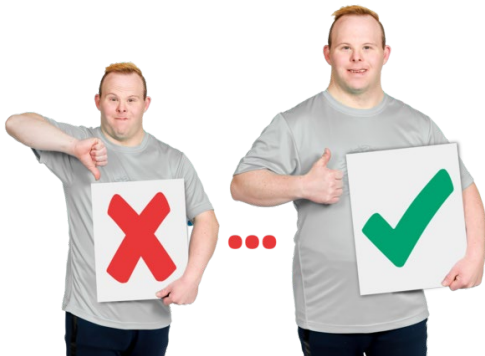
- The organisation or person you complained about
- Other people who can help us with your complaint.

For example, a health person or someone in your family.



If your complaint is about health and care services

We may work with people called the **Local Government and Social Care Ombudsman**.



We will ask you if this is OK first.

Sharing information about what we find out



We write a report about what we find out when we look into your complaint.



The report must be kept private by law.

The only people who can see the report are:

- You
- Us
- The organisation and any person you complained about
- People who can check if the report is right and true. For example, someone in your family.





When everyone has checked the report we will write a final report.



We will send the final report to:

- You
- Your MP if they asked us to look at your complaint
- The organisation and any person you complained about.



We may tell other organisations and the public what we find out.



We do this when we think it will help organisations do better work in the future.



We take out information about you, like your name and address, in our information for the public.

Other ways we might use your information



We might use information about your complaint to make our work better.

For example, we might use your information to:

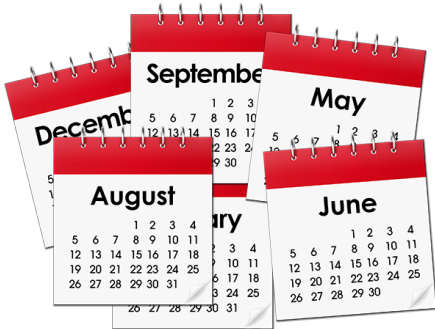
- . Give our staff training

- Find out what you think of our work.



For example, we might ask another organisation to get in touch with you to find out what you think.

How long will we keep your information?



We keep information about you and your complaint for one year after we make our decision.



After that we only keep:

- The final report about your complaint

- Some basic information about you and your complaint.

For example, your name, address and our decision.



This will help us know who you are if you need our help again.



Your rights



You have some rights under a law called the **General Data Protection Regulation (GDPR)**.

You have the right to:

- Know how we use your information
- Ask us for a copy of the information we have about you.

We will give you this when we can.
You will not have to pay



- Ask us to get rid of information we have about you
- Stop using information about you.

For example, if you don't want us to share your information with other organisations.





We will tell you if this is not possible and why.

For example, we may need to keep some basic information about you by law.



We will not sell your information to other people or use it to make money.



We will keep checking this document.

We may change some things in the future.

How to find out more



Please tell us if you have any questions about how we use your information.

You can:

Email: dpo@ombudsman.org.uk



Ask the person who works for us who is looking at your complaint.



Write to:
Alex Daybank
Data Protection Officer
Office of the Parliamentary and
Health Service Ombudsman
CityGate
47-51 Mosley Street
Manchester
M2 3HQ

