

Public Service

 **ombudsman**

Complaint Standards Training Evaluation Privacy Notice

V1 September 2026

1 Purpose

- 1.1 This privacy notice is intended to give individuals taking part in the Public Service Ombudsman - Complaint Standards Training and completing the subsequent evaluation. We also have other Privacy Notices covering our statutory work and other key areas which can be located on our website: www.ombudsman.org.uk
- 1.2 We manage this information in accordance with the UK General Data Protection Regulation and Data Protection Act 2018.
- 1.3 We are registered with the Information Commissioner's Office (ICO) as a Data Controller (registration number: **Z6520944**)
- 1.4 If you have any queries about how we will manage and retain your data, please contact the Data Protection Officer (DPO).

The contact details for the DPO are:

Alex Daybank
Data Protection Officer
Public Service Ombudsman
Citygate
47-51 Mosley Street
Manchester
M2 3HQ
Email: DPO@ombudsman.org.uk

- 1.5 If you wish to make any requests under data protection legislation, please contact the Information Rights team. The contact details for the team are:

Privacy, Integrity and Assurance
Information Rights Team
Public Service Ombudsman
Citygate
47-51 Mosley Street
Manchester
M2 3HQ
Email: Informationrights@ombudsman.org.uk

2 What information will we collect?

- 2.1 When you complete the Complaint Standards Training evaluation, we collect certain information about you and your experiences and observations about the training. The information we ask you for will usually include:
- **Information about you**, your job role and the organisation you work for
 - **Training feedback**, including your views on the content, and any other comments or suggestions you wish to provide
 - **Your contact details**, you agree to be contacted for a follow up conversation about the evaluation
- 2.2 You have the opportunity to provide your opinions about the training in a number of free text comments boxes. In certain circumstances where we feel a comment uses inappropriate language or raises concerns, we may share this with your employing organisation and they may be able to identify.

3 How will we use this information?

- 3.1 We are committed to the safe use and management of your personal data (information about you or that could identify you). We do this in compliance with the law including the UK General Data Protection Regulation (UK GDPR). We process the personal data you give us under the lawful basis of consent. As we process your personal information based on your consent, you have the right to withdraw that consent at any time. If you do so, we will stop processing your personal information for this purpose and, where appropriate, delete it. To withdraw your consent, please contact us in writing.
- 3.2 We will only use this information to assess and improve the Complaints Standards Training. Before any comments provided are used publicly, this data will be anonymised, unless you specifically agree for your name to be used.
- 3.3 All information relating to your participation will be held by us for a period of 5 years after you have completed the course.

4 Your rights

- 4.1 You have rights under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. These rights include the right of access to your personal data.

5 How to Complain

5.1 If you are unhappy with how we have handled your personal information, please contact our Data Protection Officer at **DPO@ombudsman.org.uk** in the first instance.

You also have the right to raise a concern with the Information Commissioner’s Office (ICO):

Information Commissioner’s Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 08456 30 60 60

Website: <https://www.ico.org.uk>

We encourage you to contact us first so that we have the opportunity to address your concerns.

Version control

Date	Version	Amends	Owner of amends	Approval
Sept 2026	1	Drafted new privacy notice	L&D	Alex Daybank