



# Sussex Police & Crime Commissioner

## **Privacy Notice for the Office of the Sussex Police & Crime Commissioner**

The Office of the Sussex Police & Crime Commissioner (OSPCC) is committed to protecting your personal information.

This Privacy Notice has been compiled to reassure those who are concerned with how their personal information is being used by the OSPCC. It also helps us to demonstrate compliance with the requirements set out in the Data Protection Act and General Data Protection Regulation (GDPR).

The Notice contains important information about what personal details we collect and where from; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

### Where do we collect your information?

We may collect your personal information directly from you when you send us an email, letter or complete a form.

Information may also be collected from you when you telephone our office, subscribe to a newsletter, respond to a survey, sign up to the Victim Engagement Forum, make contact on social media, or enter information or feedback on our website.

### What personal information do we collect?

When you contact the OSPCC, we may collect information regarding your name, address, e-mail address, telephone number and the nature of your contact.

If you contact us via social media, we may ask you to contact us via one of the above methods for the collection of personal data.

If you sign up to the Victim Engagement Forum, we will collect your name, email address, demographic information (with consent), location (district and local authority area) and how long ago you were a victim of crime.

### How do we use your information?

We may use the information we collect from you to respond to your enquiry directly, and to improve our website to serve your needs better.

Your personal data with regards to an individual enquiry may be shared with Sussex Police, or a partner organisation, as appropriate [see below].

Further information about how your information will be used following sign up to the Victim Engagement Forum can be viewed through the following link:

<https://www.sussex-pcc.gov.uk/get-involved/victim-engagement-forum/>

Collected data will also be stored within secure electronic records management systems, with the system being dependant on the nature of information. We will store any correspondence from you in a correspondence recording system held within the OSPCC. The OSPCC uses a computer programme called Caseworker to assist with the management of correspondent casework records. This system is not shared with any other organisation.

We use your personal data on the basis of your consent, which you may withdraw at any time. If you wish to withdraw your consent, please contact the Data Protection Officer by email to: [pcc@sussex-pcc.gov.uk](mailto:pcc@sussex-pcc.gov.uk)

#### How do we protect your information?

We commit to keeping your personal data secure and in compliance with both the Data Protection Act and the GDPR.

Our 'Records Management and Disposal Policy' can be viewed [here](#).

#### Passing your information to another organisation

The OSPCC will sometimes need to share information received from you with Sussex Police to assist us in responding to your enquiry or, where it is a matter for the Force to deal with, your information may be passed to Sussex Police for them to respond directly to you. Our automated response to your email will inform you of this process. Alternatively, you will also be informed of this practice if you telephone or write to the OSPCC.

Further information about how your information may be passed to another organisation following sign up to the Victim Engagement Forum can be viewed through the following link: <https://www.sussex-pcc.gov.uk/get-involved/victim-engagement-forum/>

If the OSPCC has a concern for your safety or welfare, any details you have shared with us will immediately be passed to Sussex Police. The same approach will apply to any complaints that are received against Sussex Police officers and staff which the OSPCC is required to pass to the Professional Standards Department within the Force.

Your query may also relate to an organisation other than the OSPCC or Sussex Police. In these circumstances we would advise you to contact them directly or seek your explicit consent to pass your information over to the correct organisation.

#### Third-party disclosure

We do not sell, trade, or otherwise transfer your personal information to third parties unless we provide you with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential.

We may also release information when its release is appropriate to comply with the law, enforce our website policies, or protect ours or others' rights, property or safety.

We do not include or offer third-party products or services on our website.

#### Protection of children

We do not specifically target our website or contact forms at children under the age of 13 years old. We would advise a parent or guardian to contact us on behalf of a child, if required.

#### Right to access

Under data protection laws, you have a statutory right to ask for a copy of the personal information we hold about you.

You have the right to obtain confirmation that your data is being processed, any available information as to its origin, and access to your personal data held.

We will usually provide the information requested free of charge. However, under some circumstances we may require you to pay a reasonable fee based on the administrative cost of providing the information. On receiving your request, we will advise you should this apply and how much the fee will be.

You also have the right to: have your data corrected, if it is inaccurate or incomplete; have your data deleted or removed; and to restrict the processing of your data.

If you wish to apply for access to your personal data, restrict its processing, have it amended or removed, you should write to us at the address below and include proof of your identity. We need to be supplied with these details to locate the information you seek.

We will provide the information or deal with your request as soon as is practicable and, at the latest, within one month of receipt of your request, unless your request is complex, or you send many separate requests. In these circumstances, we may need more time to provide the information and will inform you of this and explain why.

If you consider that a request by you for access to your personal data has not been dealt with properly or are unhappy with the service you received in relation to your request for access to your personal data and wish to make a complaint, this should be made in writing to the Data Protection Officer, using the contact details below.

If you are unhappy with the service you receive in relation to your request for access to your personal data and wish to make a complaint,

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner's Office for a decision.

Address: Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Website: [https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us)

#### Information where the Sussex Police & Crime Commissioner is not the Data Controller

In many cases, it is the Chief Constable of Sussex Police and not the Police & Crime Commissioner (PCC) who holds personal information. This is particularly relevant in respect of the information held about prosecutions, convictions and cautions on the Police National Computer (PNC).

The Chief Constable is the Data Controller for this information and not the PCC. You have the right to be told by Sussex Police whether any information is held about you on the PNC, and a right to a copy of that information. Further information is available [here](#).

#### How to contact us

If you have any questions about our Privacy Notice or the information we collect and hold about you, please contact the OSPCC through one of the following methods:

Telephone: 01273 481561  
Address: Office of the Sussex Police & Crime Commissioner  
Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ  
Email: [pcc@sussex-pcc.gov.uk](mailto:pcc@sussex-pcc.gov.uk)