

**IMPORTANT:** Please ensure you have been provided with our ([general privacy notice](#)) for collecting personal information. You can also see our ([privacy statement](#)) on our website for further details on how we collect, use, share and store personal information.

## Specific processing purposes and legal basis, etc: Complaints Process Surveys



### **(controller) who we are:**

Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected by us that is necessary for our processing purposes. See [contact us](#) for details of our data protection officer.



### **Specific (purposes) why do we need your personal information and what do we do with it?**

We will use the results of this survey to make improvements to our complaint process. The survey is intended to be anonymous and if you choose to voluntarily disclose personal data within it may be viewed during the assessment of survey submission for making improvements to our complaint process.

Please note: Due to the anonymous nature of this survey we are not able to re-investigate individual complaint cases. Should you have a question or outstanding issue regarding your case, please refer to your original response for details on how to follow up on your original complaint.



### **Specific (sharing) who do we share your information with?**

We may need to share your survey submission with other organisation(s) named in your complaint where it is necessary and in the public interest to do so. We will share a summary (with no personal identifiable data) of the information where it is necessary and in the public interest to do so.

Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website.



### **Specific (legal basis) for using your information:**

Necessary for the performance of a task carried out in the public interest by Glasgow Life.

You can see a summary of how [your rights](#) are implemented for each [legal basis](#) used at: [www.glasgowlife.org.uk/privacy-rights](http://www.glasgowlife.org.uk/privacy-rights)



### **(more information):**

You can find more details for Complaints at: [www.glasgowlife.org.uk/contact-us](http://www.glasgowlife.org.uk/contact-us) and how we handle your personal information at: [www.glasgowlife.org.uk/privacy](http://www.glasgowlife.org.uk/privacy). If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: [www.glasgowlife.org.uk/accessibility](http://www.glasgowlife.org.uk/accessibility)



### **(contact us):**

You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk); and by telephone on: 0141 287 1055.