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# PRIVACY NOTICE

# COMPLAINT HANDLING REVIEWS

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Police Investigations &  
Review Commissioner

# Privacy Notice

## Using Your Personal Data - Complaint Handling Reviews

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### What we need

The Police Investigations and Review Commissioner (the PIRC) will be what is known as the 'controller' of the personal data you provide to us. We ask you to provide information such as your name, address, and contact details. In addition, we ask you for information about the complaint you made to the police.

Police Scotland (or another policing body if your complaint is not about Police Scotland) will provide us with the information they hold in relation to your complaint.

### Why we need it

The PIRC has several functions under the Police, Public Order and Criminal Justice (Scotland) Act 2006 as amended by the Police and Fire Reform (Scotland) Act 2012. One of those functions is to review the manner in which the police have handled complaints. We need your personal information and details of your complaint in order to carry out our complaint handling review function.

### What we do with it

We will hold your personal information securely whether in paper or electronic format. We may share your information with other public bodies, for example, the Scottish Police Authority (SPA), the Scottish Government or the Crown Office and Procurator Fiscal Service (COPFS). However, we will only do this where sharing your information is necessary for us to carry out our complaint handling review function, or, to allow the public body concerned to carry out its own function.

We may disclose your personal information in exceptional circumstances. For example, where we are required by law to do so or where the health and safety of you or others is at risk.

We may use your information for statistical, research, training and development purposes.

The outcome of your complaint handling review may be published on our website at [www.pirc.scot](http://www.pirc.scot). It may also be featured in a press release. Reports and press releases are anonymised. They will not contain your name or other information that could identify you or any other person involved in the complaint.

### How long we keep it

We will hold your information for no longer than is necessary. The timescales involved are explained in our Records Management Policy. This can be viewed on our website at <https://pirc.scot/media/4564/records-management-policy.pdf>. We take steps to ensure that we comply with the policy.

### What are your rights?

You have the right to request to see the personal information we hold about you. If you believe we hold information that is incorrect, you can ask for this to be corrected or deleted. If you wish to access the information we hold about you or complain about how we have handled your personal data, you can contact us at: [informationrequests@pirc.gsi.gov.uk](mailto:informationrequests@pirc.gsi.gov.uk)

If you are not satisfied with our response, or believe that we are processing your data not in accordance with the law, you can complain to the Information Commissioner's Office at:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 01625 54 57 45