



PRIVACY NOTICE

Purpose

This privacy notice sets out the standards that you can expect from the office of the Judicial Appointments and Conduct Ombudsman (JACO) when we request, use or hold personal information ('personal data') about you; how you can get access to a copy of your personal data; and what you can do if you think the standards are not being met. JACO is the data controller for the personal data we process.

Why do we hold personal information?

We collect and process information to enable the Ombudsman to fulfil his statutory remit under sections 99 to 102 of the Constitutional Reform Act 2005 for complaints about handling judicial appointment and sections 110 to 114 for investigations about the handling of conduct or discipline complaints.

Types of personal data we process

We only process personal data that is relevant for the services we are providing to you. This includes:

- your name;
- your address (including email address);
- your telephone number; and
- the complaint file from the organisation you complained about.

Who the information may be shared with

To investigate your complaint, we must share information with the organisation you have complained about.

To help us investigate your complaint we may ask the organisation you complained about for more information about its investigation.

We may also share your information with:

- Ministry of Justice lawyers if we need specialist advice but we will only share the information necessary to get that advice; and
- the Information Commissioner's Office.

In complaints about judicial appointments we will send our draft reports to the Judicial Appointments Commission and the Lord Chancellor. When the Ombudsman has made his decision, we will send the final reports to you (and / or your representative), the Judicial Appointments Commission and the Lord Chancellor.

After investigations about judicial conduct or discipline complaints, we will send our draft reports to the organisation you have complained about; the Lord Chancellor and the Lord Chief Justice for their comments. When the Ombudsman has made his decision, we will send the final reports to you (and / or representative), the Lord Chancellor, the Lord Chief Justice and the organisation you complained about.

We publish statistics and case studies in our Annual Report but not in a way that identifies individuals.

We will not share information that could identify individuals unless we are required to do so by law.

We can quantify the number of visitors to our website but we cannot identify them individually.

Processing sensitive personal data

JACO does not seek sensitive personal data. However, the nature of the Ombudsman's role makes it inevitable that there will be cases in which it receives information that contains sensitive personal data. This information is not separated or specifically processed. It is only referred to in reports where it is relevant to enable the Ombudsman to carry out his duties.

Retention period for information collected

We aim to return the complaint file to the organisation you complained about and destroy papers once the relevant investigation is concluded and there is no longer any need for JACO to hold them.

We aim to destroy paper records, in respect of cases that have been subject to a full investigation, two years after the date of the final correspondence on file. In all other matters we aim to destroy paper files a year after the last correspondence on file. This is in accordance with the Records Retention and Disposition Schedule although there are some exceptions:

- paper and electronic records which are of historical interest are retained pending transfer to the National Archives; and
- records which might be of interest to the Independent Inquiry into Child Sex Abuse are retained until the Inquiry indicates they are not required; and

JACO keeps papers files containing relevant documents and electronic records, either created by this office or sent to us electronically. The paper files are securely stored in the JACO office and the electronic records are stored in secure IT equipment and secure data centers in the United Kingdom. JACO will only send information abroad when communicating with complainants who live abroad or whose email accounts are based outside the United Kingdom.

Access to personal information

You can find out if we hold any personal data about you by making a 'subject access request'. You can make a 'subject access request' by emailing:

headoffice@judicialombudsman.gov.uk

For more information about the above issues, please contact:

The Head of Office
Post Point 1.55
The Tower
102 Petty France
London SW1H 9AJ
Email: headoffice@judicialombudsman.gov.uk

You can also email this address if you think we are holding incorrect or incomplete information or if you have any questions about the information we hold about you.

Complaints

When we ask you for information, we will keep to the law. If you consider that your information has been handled incorrectly, you can contact the Information Commissioner for independent advice about data protection. You can contact the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk