

# Keeping your personal information private

Privacy Notice:  
Consultations, surveys  
and engagement events



**easy  
read**

# Introduction



This document is from the **Public Services Ombudsman for Wales (PSOW)**.



It explains how we keep your personal information safe and private.



The **Public Services Ombudsman for Wales (PSOW)** is an independent organisation that deals with complaints about **public services** provided by:



- Local councils
- The National Health Service (NHS)
- Housing associations
- The Welsh Government



A **public service** is a service provided by an organisation that is part of the Government.

# Your personal information

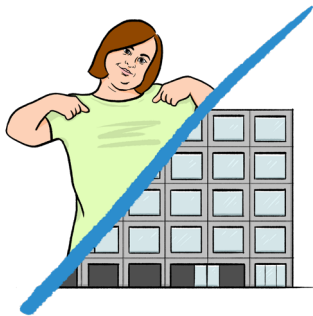


When you contact us, or answer our questions, we will ask you for some personal information.

This might be:



- Your name, address, email and telephone number



- Whether you are writing to us for yourself, or on behalf of an organisation



- What you think about a certain issue



We may also take photos or videos at our events.

# What we do with your information



Your information will be seen by our staff.



We may write a report, or put something on our website, or on Facebook or Twitter.



We may want to use some of the things you tell us.

We may want to include your name or your job. We will ask for your permission before we do this.



We may also want to put photos or videos from our events on our website, Facebook or Twitter.



If you do not want your picture to be included, please tell us when you come to an event.

## If you are speaking for an organisation



If you give us some information for an organisation we will include your name, your job and the name of the organisation in the reports.

You can ask us not to do this.



We will keep your information, and we may ask you for more information at another time.



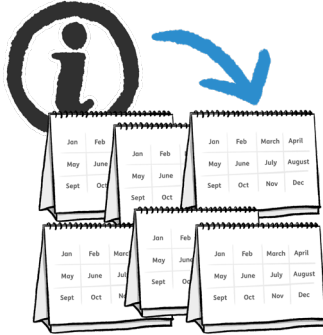
## If you are speaking for yourself

We may want to include what you say in our report. We will want to put your name with your comments. We won't tell anyone your contact details.



We will not contact you again, unless you have given us your permission to do this.

# How long we keep your information



We will keep any information you give us for 6 years.



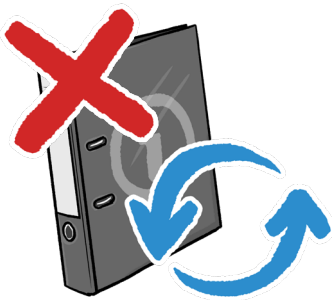
If something you tell us goes into a report, then this will be available forever.

# Your rights



You have the right to:

- Ask to see what information we have about you
- Ask us to change the information we have, if it is wrong
- Ask us not to use your information for certain things



You should contact us by emailing:

**[Information.Request@ombudsman.wales](mailto:Information.Request@ombudsman.wales)**

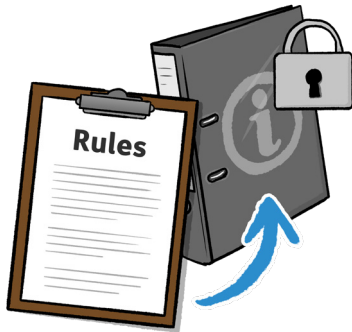


If you are unhappy with the way we are using your information, you can complain to the Government's Information Commissioner at **[www.ico.org.uk](http://www.ico.org.uk)**

# Surveys



We often use a company to run our surveys. It might be Survey Monkey or Snap Surveys.



They have their own rules about keeping people's information safe and private.



They will not give your personal information to anyone else.



They will not use your information for anything else.



# For more information

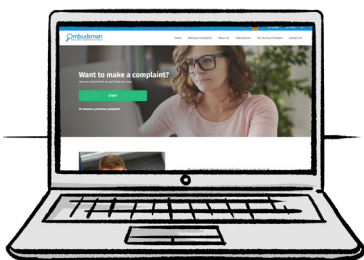


If you need more information please contact us by:

- Phone:  
**0300 790 0203**



- E-mail:  
**[ask@ombudsman.wales](mailto:ask@ombudsman.wales)**



- Visit the website:  
**[www.ombudsman.wales](http://www.ombudsman.wales)**



- Write to:  
**Public Services Ombudsman  
for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ**



- Twitter:  
**[@OmbudsmanWales](https://twitter.com/OmbudsmanWales)**