

Privacy Notice: Unacceptable Behaviour by our Customers

Data Controller Name: Department for the Economy
Address: Adelaide House
39-49 Adelaide Street
Belfast
BT2 8FD
Telephone: 028 9052 9900
Email: DfEMail@economy-ni.gov.uk

Why are you processing my personal data?

We will process your personal data if we need to consider or act on any behaviour you may display as outlined in our [Unacceptable Behaviour by our Customers Policy](#). Our purpose for doing so is to apply this Unacceptable Behaviour Policy appropriately, and to protect our staff and reduce incidents of unacceptable behaviour, ensuring all customers receive the best possible service from us, and if necessary to manage further contact you have with us.

Our lawful basis for processing your personal data is that of public task, in accordance with Section 8 of the Data Protection Act 2018 and Article 6(1)(e) of UK GDPR.

Any special category or criminal offence data will be processed in line with UK GDPR Articles 9(2)(g) and 10, and DPA 18 Schedule 1, Part 2, paragraph 6.

What categories of personal data are you processing?

The data we will process will be in relation to your behaviour if this is being considered or has been considered as unacceptable in line with the above policy. This data will include your name, contact details, the number of times you have contacted the Department and the details of your correspondence.

This may include special category data such as health information or criminal offence data. Examples could include issues relating to Section 75 of the [Northern Ireland Act 1998](#) that you wish the Department to take into account.

Where do you get my personal data from?

We will get this data from you when you correspond with us, and from previous correspondence and interactions between you and the Department.

Do you share my personal data with anyone else?

We may share your personal data with the Department's legal advisors in relation to any legal advice we require, and with the Office of the Northern Ireland Public Service Ombudsman if you should escalate a complaint to it. Depending on the nature and severity of the unacceptable behaviour, we may also share your personal data with the PSNI, other government bodies and/or health/support services.

Do you transfer my personal data to other countries?

Your personal data will not be transferred outside the UK unless in an exceptional circumstance where it is necessary for us to do so and this is in compliance with relevant data protection legislation.

How long do you keep my personal data?

All incidences of unacceptable behaviour and actions taken will be held for 5 years from the closure of your case, in accordance with the Department's Retention & Disposal Schedule.

Do you use my personal data to make an automated decision about me or for profiling?

No.

What rights do I have?

- You have the right to obtain confirmation that your data is being processed, and [access to your personal data](#)
- You are entitled to have personal data [rectified if it is inaccurate or incomplete](#).
- You have the right to ['block' or suppress processing](#) of personal data, in specific circumstances
- You have the right to [object to the processing](#), in specific circumstances

If these rights are applicable and you wish to exercise these please email DPO@economy-ni.gov.uk

How do I complain if I am not happy?

If you are unhappy with how any aspect of this privacy notice, or how your personal information is being processed, please contact the Department's Data Protection Officer at DPO@economy-ni.gov.uk

If you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Contact details of the ICO are available at <https://ico.org.uk/global/contact-us/>