

Procurement & Contract Management Privacy Notice

Version 1 | March 2025

1 Purpose

This privacy notice is intended to give suppliers and potential suppliers information about how PHSO uses personal information in connection with a public procurement exercise.

We manage this information in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

If you have any further queries, please email the Data Protection Officer dpo@ombudsman.org.uk

We are registered with the Information Commissioner's Office (ICO) as a Data Controller - registration number: Z6520944

Contact details for the PHSO DPO are:

Alex Daybank

Data Protection Officer

Office of the Parliamentary and Health Service Ombudsman

PHSO Citygate

47-51 Mosley Street

Manchester

M2 3HQ

DPO@Ombudsman.org.uk

1 How your information will be used

- 1.1 PHSO asks for information as part of the procurement process including names, job titles and contact details and any other information requested as part of an Invitation to Tender.
- 1.2 The purpose of the processing is to use the information in order to evaluate the proposals received referring to exclusion and award criteria as set out in the ITT documentation and award the contract based on quality/price. The purpose of publishing a call for tender is to open the competition, to increase the choice of potential suppliers, thereby achieving better value for money for PHSO.
- 1.3 PHSO may contact you in connection with a procurement, or in respect of establishing or managing a contract

2 Lawful basis for processing

- 2.1 PHSO can use information to carry out tasks that are in the public interest, as well as to provide the functions that we are under a statutory obligation to provide. Most personal information processed in connection with procurement is carried out in order to comply with a legal obligation and/or due to necessity for the performance of contract to which a tender is submitted .
- 2.2 Where special category or criminal conviction data is processed PHSO relied on an additional legal basis. Where this applies you will be informed about this.

3 How long do we keep your personal information?

- 3.1 Where an agreement is signed successful bidder information is retained for the duration of the contract plus 6 years. Where the agreement is sealed as a deed, successful bidder information is retained for the duration of the contract plus 12 years.
- 3.2 For unsuccessful bidders pre-qualification documents, including supplier questionnaires and correspondence are retained for one year after the award of the contract. Tender stage documents are retained for one year after the end of the contract.
- 3.4 Further details about the retention of procurement, tendering and contract management information is set out in the PHSO Retention Schedule.

4 Automated decisions

- 4.1 All decisions we make about you involve human intervention.

5 Transfers of information overseas

- 5.1 In general information is processed in the UK. Where we transfer personal information outside the United Kingdom, we will conduct a full privacy assessment.

6 Your rights

- 6.1 You have rights under the General Data Protection Regulation (GDPR).
- 6.2 You have the right to be informed about how we use your information. This is called a privacy notice and you're reading an example
- 6.3 You have the right to request a copy of information we hold about you and this is free of charge.
- 6.4 We may however not be able to give you the information you are after if, for example, if it contains personal information about other people or if the information has been given to us in confidence.
- 6.5 You have the right to ask us to delete your personal data, also known as the right to be forgotten. If we agree to delete your personal data, we may still need to keep just enough information for us to record that we have completed your request. There are circumstances where we cannot agree to delete your data. This is when we are bound by law to keep information for longer such as pension or tax information.
- 6.6 You have the right to ask us to not use information about you or that identifies you for certain purposes. This is limited in practice given that PHSO only uses this information in accordance with the law or our contract with you. However, when appropriate we will try to accommodate your wishes or provide you with an explanation why we can't fulfil your request.
- 6.7 If we can fulfil your request, we will retain just enough information about you to make sure your wishes are respected in the future.
- 6.8 We will not sell your information or use it for commercial purposes.

- 6.9 If you would like a copy of some or all of the personal information we hold about you, you can contact the Information Access and Assurance team by writing to the address above or emailing: informationrights@ombudsman.org.uk

7 Freedom of Information

- 7.1 We are a public authority under the Freedom of Information Act 2000 (the FOI Act).
- 7.2 Under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 you have a right to request any recorded official information held by us. The information you require may already be publicly available and we have a duty to make official recorded information available.
- 7.3 Information may be disclosed unless an exemption or exception applies.

8 How to complain

- 8.1 If you are unhappy with how we have handled your personal information, please contact PHSO's Data Protection Officer DPO@Ombudsman.org.uk in the first instance. The DPO is Alex Daybank.

- 8.2 You may also contact the Information Commissioner's Office.

The Information Commissioner
Wycliffe House, Water Lane
Wilmslow, Cheshire SK9 5AF

Phone: 08456 30 60 60 Website: www.ico.gov.uk

9 Version control

Date	Version	Content/changes made	Owner of changes
17/03/2025	1	Notice drafted	AD