



# West Lothian Council

## Privacy Notice – Operational Services – General Customer enquiries (email, letter and phone)

### Our contact details

Name: Operational Services

Address: Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP

Phone number: 01506 280000

Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)

Notice completed: August 2022

### The personal information we collect

We will collect personal information about you. This information can include, but will be the minimum to process your request or our statutory requirement:

- The information you provided as part of your enquiry, such as your address, telephone number and email address

### How we get your personal information and why we have it.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have asked us to provide you with a service/information and we need your personal information to be able to provide that service/information to you.

Under data protection law, the lawful bases we rely on for processing this information are:

We have a contractual obligation

Public Interest/ Official Authority

## Who we will share your information with?

- We will only share this information with West Lothian Council colleagues to compile a response to your enquiry.

Only the minimum amount of information required will be shared.

Your information will not be shared with the public.

## How long do we keep your information?

- We will keep your information for a period of six years after resolution of your enquiry to help us with reporting and planning in the future.

## Your rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To make a request please contact us at West Lothian Council, Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP

Email – [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)

## Providing accurate information

It is important that we hold accurate and up to date information about you. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.

## Further information

If you have any questions or concerns about how your information is used, please contact us at the address above. You can also contact the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: [DataProtectionOfficer@westlothian.gov.uk](mailto:DataProtectionOfficer@westlothian.gov.uk)

More information about data protection and how it applies to you, including how to make a complaint, is available from the [Information Commissioner's Office at https://ico.org.uk/](https://ico.org.uk/)

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113