

## PRIVACY NOTICE – Making a Request for Information

---

### YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

Under data protection law, the lawful basis we rely on for processing this information is:

- a) You have asked us to provide you with a service (contract).

WE COLLECT	FROM	FOR
Your Name and contact details.	You Directly	<p>We need information from you to process your request and respond to you. We will also need to process your personal information if you ask us to review the way that we have handled your request or if you make an appeal to the Scottish Information Commissioner.</p> <p>This enables us to comply with our legal obligations under the legislation we are subject to:</p> <ul style="list-style-type: none"> <li>• Freedom of Information (Scotland) Act 2002</li> <li>• Environmental Information (Scotland) Regulations 2004</li> <li>• Re-use of Public Sector Information Regulations 2015</li> </ul>

---

**HOW LONG DO WE KEEP YOUR INFORMATION AND WHO WILL WE SHARE IT WITH?**

WE COLLECT	WILL BE KEPT FOR	WHO WE WILL SHARE IT WITH AND WHY
Your Name and contact details.	We will keep personal information relating to your request for a maximum of six years after your request and any appeal associated with your request has been answered.	<p>The council will not share your information with any third party unless you ask us to do so such as, where you have made an appeal to the Scottish Information Commissioner. Where this is the case, we will share information relating to your request with them in order for them to carry out their investigation.</p> <p>We will not otherwise share your information unless we are required to do so by law.</p>

---

**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 limited circumstances.

<b>Your right to restriction of processing</b>	You have the right to ask us to restrict the processing of your personal information in certain circumstances.
<b>Your right to object to processing</b>	You have the the right to object to the processing of your personal information in certain circumstances
<b>Your right to data portability</b>	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 contact us using the contact information at the end of this document.

---

## PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to process your request. 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.

---

## OUR CONTACT DETAILS

Name:	Customer Service Centre
Address:	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF
Phone number:	01506 280000
Email:	<a href="mailto:customer.service@westlothian.gov.uk">customer.service@westlothian.gov.uk</a>

---

## 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/>

### **The Information Commissioners address:**

Information Commissioner's Office - Scotland  
Queen Elizabeth House  
Sibbald Walk  
Edinburgh  
EH8 8FT  
Helpline number: 0303 123 1115