

## PRIVACY NOTICE – General Enquiries, Complaints and Service Requests

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

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

- a) We have a contractual obligation.

Most of the personal information we process is provided to us directly.

WE COLLECT	FROM	FOR
Your name	You directly	To identify you
Your address	You directly	To identify you
Your date of birth	You directly	To identify you
Your email address	You directly	To contact you about your enquiry, complaint or service request
Your telephone number	You directly	To contact you about your enquiry, complaint or service request
Your mobile number	You directly	To contact you about your enquiry, complaint or service request

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## 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	6 years from the date of your last enquiry	New build council house developers for the purposes of repairs or Private Sector Leasing landlords for the purposes of out of hours repairs <u>if that is necessary to fulfil your enquiry or service request</u> ; OR Police and Government agencies i.e. DWP and/or HMRC for the detection and prevention of fraud.
Your Address	6 years from the date of your last enquiry	New build council house developers for the purposes of repairs or Private Sector Leasing landlords for the purposes of out of hours repairs <u>if that is necessary to fulfil your enquiry or service request</u> ; OR Police and Government agencies i.e. DWP and/or HMRC for the detection and prevention of fraud.
Your date of birth	6 years from the date of your last enquiry	New build council house developers for the purposes of repairs or Private Sector Leasing landlords for the purposes of out of hours repairs <u>if that is necessary to fulfil your enquiry or service request</u> ; OR Police and Government agencies i.e. DWP and/or HMRC for the detection and prevention of fraud.
Your email address	6 years from the date of your last enquiry	New build council house developers for the purposes of repairs or Private Sector Leasing landlords for the purposes of out of hours repairs <u>if that is necessary to fulfil your enquiry or service request</u> ; OR Police and Government agencies i.e. DWP and/or HMRC for the detection and prevention of fraud.

Your telephone number	6 years from the date of your last enquiry	New build council house developers for the purposes of repairs or Private Sector Leasing landlords for the purposes of out of hours repairs <u>if that is necessary to fulfil your enquiry or service request</u> ; OR Police and Government agencies i.e. DWP and/or HMRC for the detection and prevention of fraud.
Your mobile number	6 years from the date of your last enquiry	New build council house developers for the purposes of repairs or Private Sector Leasing landlords for the purposes of out of hours repairs <u>if that is necessary to fulfil your enquiry or service request</u> ; OR Police and Government agencies i.e. DWP and/or HMRC for the detection and prevention of fraud.

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## 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.

### **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 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 any enquiry, complaint or service 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:	Performance & Improvement
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>
Name:	Performance & Improvement

## **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  
Wycliffe House, Water Lane  
Wilmslow, Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113