

PRIVACY NOTICE – Housing, Customer & Building Services – Archives & Records

West Lothian Council provides a wide range of services to the people of West Lothian. In order to process certain types of enquiries or service requests the Council needs to collect information about you.

YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

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

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting us, [please click this link to see the contact details section on this form](#)
- b) We need it to perform a public task – to deal with any archives or record requests.

Most of the personal information we process is provided to us directly. We also receive personal information indirectly.

WE COLLECT	FROM	FOR
Your Name	You Directly	To identify you
Your Address and Address History	You Directly	To identify you
Date of Birth	You Directly	To identify you
Your Contact Information	You Directly	To contact you
Details of your enquiry	You Directly	To contact you and to assist you

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

WE COLLECT	WILL BE KEPT FOR	WE WILL SHARE IT WITH
Your Name Your Address Date of Birth Your Contact Information Details of your enquiry	If you make a general enquiry then we will keep your personal information for a period of 6 years from the date of your last enquiry. Personal information related to or contained within Archive collections will be held permanently. Personal information recorded as part of the Records Management processes will be held for a period of twenty years. This period will start from the date that the physical record or file is destroyed.	External Archive Services Police Scotland Department of Work & Pensions HMRC

The Council may also provide personal information to third parties, but only where it is necessary, either to comply with the law or where permitted under data protection legislation.

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 contact us, [please click this link to see the contact details section on this form](#)

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to provide council services.

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:	HCBS Information Team
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Address:	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF
Phone number:	01506 280000
Email:	HCBS_InformationRequest@westlothian.gov.uk
Name:	HCBS Information Team

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

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