



Privacy Notice – Calm Archives & Records Management System

Who is responsible for your information?

All personal information is held and processed by West Lothian Council in accordance with data protection law.

What information do we need?

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.

This information will include:

Forename	Middle Name	Surname	Date of Birth
Current Address	Telephone	Mobile	Email Address
Previous Addresses	Sex		

We will use this information to process your enquiry or service request. Any other personal information, not included above, collected by Services and recorded on CALM will be subject to a privacy notice relating to that particular process.

How will we use information we hold about you?

Personal information which you supply to West Lothian Council will be used in the following ways:

- To process your enquiry or service request
- For fraud prevention
- For archiving purposes in the public interest, for scientific and historical research purposes and for statistical purposes.

Who we will share your information with?

We will share your personal information with:

- Other external Archive services

if that is necessary to fulfil your enquiry or service request.

We will also share your personal information with the police, Department of Works and Pensions and/or HMRC for fraud prevention purposes.

We will not share your personal information with anyone else unless we are required to do so by law.

How long do we keep your records?

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.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or, in some circumstances, erased if incorrect.

To request your records, you will need to put your request in writing to West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

Email – customer.service@westlothian.gov.uk

You also have a right to make a complaint about our handling of your personal information to the [Information Commissioner's Office](#)

Providing accurate information

It is important that we hold accurate and up to date information to ensure we are able to process your enquiry. 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 the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: dpo@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](#)