

Privacy Notice – Council Tenants

This notice is provided for clarification on what information the council needs in order to process information regarding our council housing tenants. It is necessary for the council to gather, collect, store and process personal information relating to tenants. This will enable the Council to fulfil the landlord function in the management of tenancies, processing any repairs required and take account of the views of tenant's organisations and individual tenants on proposals and the nature/ content of such proposals. The council puts measures in place to protect the privacy of individuals throughout this process.

Information held about you

West Lothian Council will collect personal information about tenants and occupiers of tenancies. This data is inclusive of:

- Details about you, such as your name, gender, date of birth, current & previous addresses, telephone number, mobile number and Email address
- Any other details pertinent to your tenancy situation including details of people who live with you, income/expenditure details, your employment status, National Insurance Number, Nationality, Ethnic Origin, disability, or any other attributes personal to you in order that we can assist you through the duration of your tenancy.
- Details about your health, such as your GPs name and address, any physical or mental health ailments, drug/ alcohol dependencies and support requirements

Who is processing my data?

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

How will we use information we hold about you?

This information is required by the council in order to carry out its duties in accordance with The Housing Scotland Act (2014) and the signed Scottish Secure Tenancy Agreement or Occupancy Agreement.

Who we will share your information with?

We will only share information with other organisations where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act.

For example, where sharing is necessary for us to carry out housing services functions or if required for the prevention and/or detection of crime including fraud.

West Lothian Council are authorised to gather, record and store data in order to secure, manage your tenancy and provide statistical information to the Scottish Housing Regulator and the Scottish Government as per Housing (Scotland) Act 2014.

West Lothian Council Housing Services may share data with additional internal and external bodies only if it is necessary to fulfil its landlord duties and tenancy management. Such party's include (but is not restricted to):

- Education Services
- NHS Lothian
- Police Scotland
- The Scottish Fire & Rescue Services
- Housing Associations
- Registered Social Landlords

How long do we keep your records?

The council will only keep your information for as long as necessary but no longer than for the duration of the tenancy plus 20 years. Full details of how long the council retains your information can be found in the council's Retention Schedules available at <https://www.westlothian.gov.uk/article/4925/Element-05-Retention-Schedules>

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](#).

Further information

You can 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 can be found on the [Information Commissioner's Office](#)

