

## Privacy Notice – Customer Services

### Information held about you

Customer Services will collect personal information about you. This information will include:

- Details about you, such as, your name, address, telephone number, email address, National Insurance number, date of birth;
- Other relevant information needed to process your enquiry at first point of contact, eg: nature of your enquiry.

### 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?

Customer Services will use your information to process your enquiry and service request.

### Who we will share your information with?

To enable Customer Services to carry out your service request and process your enquiry, your information will be shared with appropriate service areas within West Lothian Council.

We may also be required to share your information with Police Scotland where we are required to do so by law.

### How long do we keep your records?

We will keep your information for a period of six years from the date of your last enquiry.

### 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 if incorrect or, in some circumstances, erased.

To make a request for information, amendment or erasure, you will need to put your request in writing to the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

Email – [dpo@westlothian.gov.uk](mailto:dpo@westlothian.gov.uk)

### **Providing accurate information**

It is important that we hold accurate and up to date information about you in order to arrange your booking. 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 or email [dpo@westlothian.gov.uk](mailto: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](#)