

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

This notice explains what information the council needs 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.

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 - We, as a public authority, gather and process information necessary to allow us to undertake our legal duties in line with our public task and statutory functions.

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	You Directly	To identify you
Your Contact Information	You Directly	To contact you
Your Date of Birth	You Directly	To identify you
Your National Insurance Number	You Directly	To identify you
Details of your enquiry	You Directly	To contact you and to assist you
Audio recordings of calls	You Directly	Training purposes

Disability, Equality and Demographic Information	You Directly	To assist you
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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 Your Contact Information Your Date of Birth Your National Insurance Number Details of your enquiry Disability, Equality and Demographic Information	We will keep your information for a period of six years from the date of your last enquiry.	Police Scotland (on formal request)
Audio recordings of calls	We will keep your information for a period of 3 months from the date of the call.	Police Scotland (on formal request)

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 assistance for customer service enquiries.

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
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