

Privacy Notice – Factoring

This notice explains what information the council needs in order to process Factoring Charges and Services to its customers.

Information held about you

West Lothian Council will collect the following personal information about you:

- Your name and address
- The address of the factored property
- Your contact telephone number
- Details of your query

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 notice explains what information the council needs in order to process Factoring Charges and Services to its customers as indicated in the Property Factors (Scotland) Act 2011.

Who we will share your information with?

Housing Customer & Building Services may share your information with other council services for the prevention and detection of fraud and to keep our records accurate.

In the event of any debt recovery failing we may provide your information to an external collection company for them to pursue the debt.

How long do we keep your records?

The council will keep your details for as long as you are the owner of the property.

Once the property is sold we will retain your financial records for a period of 7 years plus the year in which you sold the property.

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

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

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](#)