

PRIVACY NOTICE – SHIELDING SUPPORT REQUESTS

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 will hold the following personal information where required to process your enquiry or service request:

Forename	Surname	Date of Birth
Home Address	Home Telephone Number	Mobile Number
Email Address	Carer or requestors' (if not applicant) name	Carer or requestors' (if not applicant) telephone number
Confirmation that you have received a Shielding Letter from NHS or not	Details of your support request	Details of your prescribed medication (if requesting medicine delivery)
Confirmation that a person is self isolating or not	Confirmation that a person is experiencing symptoms of coronavirus at time of request or not	

Only the information required to process your enquiry or service request will be asked for and recorded.

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
- To pick up prescribed medicine from a pharmacy
- To refer shielding requests to a third party, where appropriate

Who we will share your information with?

If that is necessary to progress your application, we will share your personal information with:

Pharmacist staff to retrieve prescribed medicine, as requested

We may also have to share your personal information with organisations in the third sector that are providing additional shielding support, as required.

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?

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

Legal basis for processing the information

The service is required in relation to COVID-19 circumstances. The council is under a statutory duty in relation to the protection of public health.

The legal basis for processing the information is:

Data label: OFFICIAL

- **The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the council.**
- **The processing is necessary for reasons of substantial public interest.**

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 about you in order to ensure you receive shielding support. 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](#)