

## **PRIVACY NOTICE – Housing, Customer & Building Services – Housing Strategy & Development**

### **Including Scheme of Assistance (SOA) & Energy Company Obligation (ECO)**

**This notice explains what information the council needs in order to process your eligibility to receive support from the Scheme of Assistance Grant Relating to works for an occupant with disabilities and to process applications to the UK Government Energy Efficiency Funding Programme.**

**We are obligated to collect this data under The Electricity and Gas (Energy Company Obligation) Order 2018, The Housing (Scotland) Act 2014, The Housing (Scotland) Act 2006 and The Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008.**

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### **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 have a contractual obligation – we need to use your personal information to contact you.
- c) We have a legal obligation –  
ECO - We will use this information to process your eligibility to receive support from the UK Government Energy Efficiency Funding Programme. We are obligated to collect this data under The Electricity and Gas (Energy Company Obligation) Order 2018 and The Housing (Scotland) Act 2014.  
  
SOA - We will use this information to process your eligibility to receive grant funding from the Scheme of Assistance Grant Relating to Works for An Occupant with Disabilities. We are obligated to collect this data under The Housing (Scotland) Act 2006 and The Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008.

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
Details of your enquiry	You Directly	To contact you and to assist you
Your Financial Information	You Directly	To assist you
Your Medical Information	You Directly	To assist you
Details of your Household and your Housing Circumstances	You Directly	To assist you
Disability, Equality and Demographic Information	You Directly	To assist you

#### 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 Birth Details of your enquiry Your Financial Information	Grants - All documentation in relation to your grant application is stored for 10 years as a condition of receipt of the grant. After this retention period your data will be destroyed.	Scottish Government NHS Lothian

Your Medical Information Details of your Household and your Housing Circumstances Disability, Equality and Demographic Information	Energy Company Obligation - The council will only retain information pertaining to your house number, street name and postcode. These are kept in our databases for one year.	
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## YOUR RIGHTS

Under data protection law, you have rights including:

<b>Your right of access</b>	You have the right to ask us for copies of your personal information.
<b>Your right to rectification</b>	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.
<b>Your right to erasure</b>	You have the right to ask us to erase your personal information in certain circumstances.
<b>Your right to restriction of processing</b>	You have the right to ask us to restrict the processing of your personal information in certain circumstances.
<b>Your right to object to processing</b>	You have the the right to object to the processing of your personal information in certain circumstances
<b>Your right to data portability</b>	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](#)

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## PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to provide you with Housing Services 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.

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## 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:	<a href="mailto:HCBS_InformationRequest@westlothian.gov.uk">HCBS_InformationRequest@westlothian.gov.uk</a>
Name:	HCBS Information Team

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## 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](mailto: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