



## Privacy Notice

## Council Complaint Handling Procedure

### **Our contact details**

Name: West Lothian Council

Address: West Lothian Civic Centre, Howden South Road, Livingston, West Lothian,  
EH54 6FF

Phone number: 01506 280000

Email: [Contact Us Online - West Lothian Council](#)

Date Privacy Notice Completed: 23/11/2021

### **The personal information we collect**

To enable us to process your complaint we will need some details from you. Depending on how you contact us, the details we collect include: Your name, your address, your telephone number and details about your specific complaint.

### **How we get your personal information and why we have it.**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You bring a complaint to the council;
- You ask the council to change any decision that has been made;
- The council is investigating a complaint and more information is needed.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Other council services

We use the information that you have given us in order to:

- Investigate and make a decision on a complaint;
- Respond to complaints about our service;
- Monitor and assess the quality of our work;
- Monitor and assess the quality of complaint handling and service provision;
- Report on individual decisions to Committee and the Council's Corporate Management Team (no named individuals are listed in any reports);
- Report on trends and statistics;
- Learn more about our users and what their needs are;
- Ask you about our service.

Under data protection law, the lawful bases we rely on for processing this information is:

**(a) Your consent.** You are able to remove your consent at any time. You can do this by contacting: West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

## **Who we will share your information with?**

Your Information will be accessed by Council employees to administer and resolve your complaint

If a complaint is escalated to the Scottish Public Services Ombudsman then the complaint details will be shared with them.

## **How long do we keep your information?**

Details of your complaint will be retained for 5 years plus the current year.

## **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. This right is called a Subject Access Request, often referred to as a SAR.

**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 please contact us at West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

Email – [Contact Us Online - West Lothian Council](#)

## **Providing accurate information**

It is important that we hold accurate and up to date information about you in order to ensure that the complaint is fully investigated and a full response is provided in a timely manner. 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 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 (ICO) at <https://ico.org.uk/>

**The ICO's address:**

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113