



Privacy Notice – Customer Community Services Online Room Booking System

Information held about you

West Lothian Council will collect personal information about you and your booking. This information will include:

- Your name, address, telephone number, email address.
- Other relevant information needed to process your room booking.

We will use this information to process your enquiry and booking.

We will not collect any financial information from customers.

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?

Personal information which you supply to West Lothian Council will be used in the following ways:

- To process your enquiry and room booking.
- To analyse business levels
- To plan services

Who will we share your information with?

If it is necessary to fulfil your enquiry and room booking, we will share your personal information with:

- The management committee accountable for the management of the building your request directly relates to.

Only the minimum amount of information required will be shared.

Data label: Public

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 and room booking.

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 make a request for information, amendment or erasure, you will need to put your request in writing and 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.

Further information

Please submit an enquiry to us if you would like to contact the council regarding the processing of your data. Details of how to do this can be found on the 'Data Protection and Privacy' page of the council's at:

website: <http://intranet.westlothian.gov.uk/article/25676/Data-Protection-and-Privacy>