

PRIVACY NOTICE – Making a Request Relating to your Personal Data

YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

Under data protection law, the lawful basis we rely on for processing this information are:

You have asked us to provide you with a service (contract)

WE COLLECT	FROM	FOR
Your name and contact details and any other data that you provide to us.	You Directly	We need your personal information to enable us to process your request and provide you with a response. We will also need to process your personal information if you ask us to review the way that we have handled your request or if you make a complaint to the Information Commissioner.
Identification Information, and, where applicable, proof of authority to act on behalf of someone else	You Directly	If you are making a request we'll ask for information to satisfy us of your identity. If you are acting on behalf of someone making such a request, we'll also ask for information to prove that you have authority to do so. This is for security reasons to ensure that personal information is not inappropriately accessed or interfered with.

HOW LONG DO WE KEEP YOUR INFORMATION AND WHO WILL WE SHARE IT WITH?

Explain in simple and easy to understand terms what the retention period is. Don't provide a link to the retention schedule as that is not informative.

WE COLLECT	WILL BE KEPT FOR	WHO WE WILL SHARE IT WITH AND WHY
You name and contact details any other data that you provide to us.	We will keep personal information relating to your request for a maximum of six years after your request and any appeal associated with your request has been answered.	The council will not share your information with any third party unless you ask us to do so or we are required to do so by law. Where you make a complaint to the Information Commissioner we are legally obliged to share your information with them. Where this is the case, we will share information relating to your request with them in order for them to carry out their investigation.

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.

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 limited 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 contact us using the contact information at the end of this document.

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to process your request. 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.

OUR CONTACT DETAILS

Name:	Customer Service Centre
Address:	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF
Phone number:	01506 280000
Email:	customer.service@westlothian.gov.uk

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

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 - Scotland
Queen Elizabeth House
Sibbald Walk
Edinburgh
EH8 8FT
Helpline number: 0303 123 1115