

PRIVACY NOTICE – Housing, Customer & Building Services – Tenant Grant Fund

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.
- c) We have a legal obligation.
- d) We have a vital interest.
- e) We need it to perform a public task.

Most of the personal information we process is provided to us directly. We also receive personal information indirectly

WE COLLECT	FROM	FOR
Your Name, Address and Contact details	You Directly. Or if not a West Lothian Council tenant, then from your landlord (Registered Social Landlord or Private landlord)	To identify you and to contact you
Your Rent Account Information	Open Housing. Or if not a West Lothian Council tenant, then from your landlord (Registered Social Landlord or Private landlord)	To enable the application to be completed
Your Income/Benefit Information	You Directly, Open Housing & DWP. Or if not a West Lothian Council tenant, then from your landlord (Registered Social Landlord or Private landlord)	To enable the application to be completed

Your employment details including furlough data	You Directly, Open Housing. Or if not a West Lothian Council tenant, then from your landlord (Registered Social Landlord or Private landlord)	To enable the application to be completed
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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	WE WILL SHARE IT WITH
Your Name Your Address Your Contact Information Your Rent Account Information Your Income/Benefit Information Your employment details including furlough data	For WLC tenant this is the duration of the tenancy plus 20 years. For anyone else, the council will only keep your information for as long as necessary. Full details of how long the council retains your information can be found in the council's Retention Schedules available at Element-05-Retention-Schedules .	<ul style="list-style-type: none"> • West Lothian Council • Scottish Government • DWP • Fast Online Referral and Tracking (FORT) • Partner and funding organisations; Macmillan Cancer Support, Scottish Legal Aid Board, European Social Funding. • Charitable organisations - where you may be entitled to a grant. • Support services in the Community for other forms of support where you have agreed to be referred.

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 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 contact us, [please click this link to see the contact details section on this form](#)

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to process the tenant grant application and update you on the outcome. 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:	HCBS Information Team
Address:	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF
Phone number:	01506 280000
Email:	HCBS_InformationRequest@westlothian.gov.uk
Name:	HCBS Information Team

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
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Helpline number: 0303 123 1113