



Privacy Notice – Financial Management Unit – Insurance Claims Handling

Our contact details

Name: Financial Management Unit

Address: West Lothian Council, West Lothian Civic Centre, Livingston, EH54 6FF

Phone number: 01506 281290

Email: Patrick.welsh@westlothian.gov.uk

The personal information we collect

The Financial Management Unit will collect and process personal information at the start of, and for the duration of, your insurance claim with West Lothian Council. We will limit the collection and processing of information to that necessary for the services identified in this notice. This information will be:

- Personal information: name, address, email address, telephone number, vehicle registration number and health information

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

The personal information we process is provided to us directly by you for the following reason:

- Processing of insurance claims

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

Your consent. This is obtained as part of your submission of an insurance claim to West Lothian Council. The details provided are used to log a claim with the council's insurers. You are able to remove your consent at any time. You can do this by contacting patrick.welsh@westlothian.gov.uk

We have a legal obligation - Where we process special category personal data for this purpose, this is because it is necessary to establish, exercise or defend a legal claim.

The council will only process your personal information when it is lawful to do so.

The council is legally obliged to safeguard public funds. The personal information you send us may also be used internally within the council for the prevention and detection of fraud.

Under data protection law, the lawful basis we rely on for processing this information is Section 95 of the Local Government (Scotland) Act 1973 which provides that the council is obliged to make arrangements for the proper administration of its financial affairs.

Who we will share your information with?

The Financial Management Unit will only use and share your information where it is necessary for us to fulfil our statutory and legal responsibilities. We share information with third parties such as insurers, claims management agents and legal representatives for the purposes of processing claims.

We may share claims information with partner organisations such as Police Scotland for the purpose of the prevention and detection of crime.

How long do we keep your information?

The Financial Management Unit create records that contain personal information, such as user accounts, insurance claims and payment profiles. We manage our records to help us to comply with legal and statutory requirements. Records help us demonstrate that we are meeting our responsibilities and to keep evidence of our activities.

Retention periods for records are determined based on the type of record, the nature of the activity or service and the legal or statutory requirements. We keep insurance claim files for 7 years from the conclusion of the claim. Once this period has passed, your personal information will be redacted from the electronic case file. The anonymised data will be retained for statistical and performance purposes.

We will retain records longer where they relate to minors or they are submitted under the Limitation (Childhood Abuse) (Scotland) Act 2017.

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

Email – Patrick.welsh@westlothian.gov.uk

Providing accurate information

It is important that we hold accurate and up to date information about you in order to provide the services detailed in this privacy notice. 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

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 ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113