

PRIVACY NOTICE – Housing, Customer & Building Services – Housing Repairs

This notice is provided for clarification on what information the council needs in order to plan, manage repairs, maintenance and improvement services for council housing. This information is required by the council in order to carry out its duties in accordance with The Housing Scotland Act (2014) and the signed Scottish Secure Tenancy Agreement or Occupancy Agreement.

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 – To manage your housing, tenancy and rent account as your landlord.
- c) We have a legal obligation – We have a legal obligation to process your information under the following legislation:
 - The Housing (Scotland) Act 2014
 - Housing (Scotland) Act 2010
 - Housing (Scotland) Act 2006
 - Housing (Scotland) Act 2001
 - Housing (Scotland) Act 1987 (as amended by The Housing (Scotland) Act 2001)
- d) We need it to perform a public task- We are processing your information as part of our public task as a local authority.

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

WE COLLECT	FROM	FOR
Your Name	You Directly	To identify you
Your Address	You Directly	To identify you
Your Contact Information	You Directly	To contact you
Details of your enquiry	You Directly	To contact you and to assist you
Tenancy/Ownership Details	You Directly	To assist you
Disability, Equality and Demographic Information	You Directly	To assist you
Record of any areas for concern, including behaviour deemed to be a risk of any one in the tenancy.	You Directly, West Lothian Council employees/contractors	To assist you and health & safety to all staff/contractors

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

WE COLLECT	WILL BE KEPT FOR	WE WILL SHARE IT WITH
Your Name Your Address Your Contact Information Details of your enquiry Tenancy/Ownership Details	The council will only keep your information for as long as necessary but no longer than for the duration of the tenancy plus 20 years.	Police Scotland (On formal request) Registered subcontractors working on behalf of West Lothian Council

Disability, Equality and Demographic Information Record of any areas for concern, including behaviour deemed to be a risk of any one in the tenancy.		
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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 complete any reactive repairs and planned maintenance to the property.

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