

Privacy Notice Education Support Services

1. Who is collecting this information?
All personal information is held and processed by West Lothian Council (Education Support Services) in accordance with data protection law.
2. How will the information be used?
 - To identify, assess and clarify children and young people's needs
 - To identify the support children and young people may require to achieve their educational outcomes
 - To ensure compliance with public administration legislative requirements and council policy and procedures

3. How will we store this information?
The information will be stored in a secure electronic data system operated by West Lothian Council.

4. Who will we share it with?
We will share information with other council services, where this is necessary to allow us to meet the operational requirements of Education Support Services. We may also share, and be asked to share, information with outside bodies. These bodies are: Scottish Children's Reporter's Administration; NHS Lothian; Police Scotland; other Local Authorities; Independent Grant Aided Schools; Scottish Government; advocacy and mediation services.

Information will only be shared with these bodies if you are currently or become involved with these services.

The only information that we would share with other council services and outside bodies would be relevant information contained in or copies of reports and letters.

If asked to share data, Education Support Services will use their professional judgement to identify which information is appropriate and necessary to share with the other professionals involved in order to inform the decision making.

5. How long will we keep your records?
Your information will be kept in accordance with the council's records retention schedule.
6. How can you get to see the information we hold?
You have a right to request your information and in some cases ask for it to be changed or deleted. To request your records, you will need to put your request in writing and provide proof of identification to West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian EH54 6FF.
7. Who should you contact if you need to change anything?
It is important the information we hold is correct. If you need to make any changes, please call Tel 01506 280000 and ask for Education Support Services.
8. Who should you contact if you need to make a complaint?

If you wish to complain about the way your information is held or processed, you can do so by e-mail: EducationCustomerServices@westlothian.gov.uk or by calling Tel 01506 280000 and asking for Education Customer Services.

You can also contact the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian EH54 6FF.

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](#)