

PRIVACY NOTICE – Corporate Services Citizen Led Inspection

Our Contact Details

Name: Corporate Services, Business Support

Address: Civic Centre, Howden South Road, Livingston, EH54 6FF

Phone Number: 01506 280000

Email- citizenled@westlothian.gov.uk

YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

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

- a) We need it to perform a public task. We collect personal information about you to inform you on progress of your Citizen Led Inspection (CLI) application and, if successful, information on the CLI process.

We will collect limited personal information about you. It is important we have up to date information to make sure that we can reach you to volunteer for the Citizen Led Inspection which we can only do with correct information.

We will use this information to communicate the decision on your CLI application. If successful, we will contact you when an inspection is being scheduled to seek your assistance. Once the inspection and your volunteering are complete we will retain your information for up to one year before disposing of it, during that time we will contact you to ask if you want to volunteer again. You can request to have us delete your information sooner or retain it and continue to contact you about future inspections.

We only keep information about you for as long as required. The table shows what information we collect, and how we manage this.

For this activity:	We collect	From	Reason	Information retention	We will share this with
Citizen Led Inspection	Name, Home Address, Postcode, Telephone, Mobile Numbers, Email Address, Age.	We receive this information directly from you.	To verify you live in West Lothian and the right age to be eligible to take part in the inspection and who you are. To keep you updated on CLI process.	Where you have engaged in the Citizen Led Inspection your name will be used in reports and retained permanently. Other information that we hold, such as, your contact details will be retained for one year after last interaction with the inspection. Thereafter, we will contact you to ask if you wish to participate in any future inspections and remove your data if you no longer require to be included.	The Citizen Led Inspection is a council activity so we won't share your personal information with Third Parties or Council Partnerships.

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 start of this document.

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to carry out an inspection into council services that must be done by someone who is a customer of West Lothian Council. By providing the Business Support Service with the correct information we can verify you are eligible to do the inspection. We also need to verify that you are 16 or over to be eligible for the role of inspector. Providing the correct information allows us to contact you to do the inspection that you want to volunteer for so having the correct details will help us arrange that. 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 Information Commissioners address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Helpline number: 0303 123 11133