

Advice Services Privacy Notice

How to contact us

Inverclyde Council will act as the 'Data Controller' in regard to the personal data you provide to us. The 'Data Controller' is based at Inverclyde Council, Customer Service Centre, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

The Council's Data Protection Officer is Vicky Pollock who can be contacted at dataprotection@inverclyde.gov.uk.

What information do we need?

The information may include details such as:

- Name;
- address;
- telephone number;
- email address;
- date of birth;
- details of your personal circumstances required to resolve your advice issue, for example, family composition, work, income or other financial details needed to calculate benefit entitlement or negotiate with creditors

And sensitive details such as:

- Health;
- Gender;
- Ethnicity

Why we need this information?

We need to know this personal data in order to provide you with the services that you have requested and to establish our rights in relation to those services. If you do not provide this information then we will be unable to provide those services to you. We will not collect any personal data from you that isn't needed for delivery of those services.

The Legal basis for using your information

The Council provides these services to you as part of our statutory function as a local authority under the provisions of the:

- Social Work (Scotland) Act 1968

You can find more details of the Council's role on our website at <https://www.inverclyde.gov.uk/>

Processing your personal information is necessary for the performance of a task carried out in the public interest by the Council as set out in the legislation referred to above.

The Council may also need to process more sensitive personal information. When we are using more sensitive types of personal information, our legal basis will be that the use is necessary:

- for the provision of health or social care services
- for reasons of substantial public interest for aims that are proportionate and which contain appropriate safeguarding measures
- in order to protect the vital interests of an individual
- for the establishment, exercise or defence of legal claims or in the case of a court order

What we will do with your information?

All of the information we collect from you will be processed by staff in the United Kingdom.

Your information will be used to create a record of your case. We will use the information to help meet your advice needs. We may also use the case file information to demonstrate our compliance with the Scottish Governments Quality Assurance scheme for Advice Services, The Scottish National Standards for Information and Advice Providers. Information is also used for monitoring purposes by partner and funding organisations such as Macmillan Cancer Support, Scottish Legal Aid Board, Big Lottery and European Social Fund. This information is provided in an anonymised format – you can't be identified. Anonymised information may also be used to inform our social policy and consultation responses to help to understand the problems affecting our community and suggest what action could be taken to tackle these problems.

In cases dealt with by our Telephone Advice Service only we will obtain your explicit consent over the phone, and record this on our records.

In progressing your need for advice and assistance we may need to share information with a relevant third part to resolve your advice issue. For example, to deal with a benefit problem we may need to share information with:

- Department for Work and Pensions;
- Scottish Social Security Agency;
- HMRC;
- Another Inverclyde Council service or Health and Social Care Partnership section;
- HM Courts & Tribunal Service;
- Scottish Tribunal Service;
- GP or other relevant Health Care Professional.

In dealing with a debt or money advice problem we may need to share information with:

- Creditors;
- Account in Bankruptcy, Insolvency Practitioners and Trustees;
- Inverclyde Revenue & Benefits including Council Tax;

- Legal Service Agency and other solicitors;
- River Clyde Homes and other Social Landlords;
- iHeat and other third sector organisations.

If something you have told us makes us think you or someone you know might be at serious risk we will share the information with other relevant sections of Inverclyde HSCP to ensure the safety of children or vulnerable adults. Please note that we do not require your consent in these circumstances.

In general the Council does not transfer personal data outside either the UK or the European Union and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EU when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website at <https://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information> or you can request a hard copy from the contact address previously stated above.

Your Rights

When you provide information to the Council, you will have the following rights:

- To withdraw consent at any time, where the legal basis specified above is consent
- To request access to your personal data
- To object, where the Legal Basis specified above is: i) public task or ii) legitimate interests
- To data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- To request rectification or erasure of your personal data, as so far as the legislation permits
- To restrict processing in certain circumstances, for example if the information is not accurate.

In addition, if you are unhappy with the way the Council have processed your personal data you have the right to complain to the UK Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, 08456 30 60 60, Email: www.ico.gov.uk but you should raise the issue with the Council's Data Protection Officer first.

Automated Decision Making

We do not use automated decision making processes.

More information:

For more details on how the Council processes your personal information visit www.inverclyde.gov.uk/privacy

If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.co