

ICT Privacy Notice

Data Controller

Inverclyde Council is the Data Controller. Inverclyde Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Our head office is located at Municipal Buildings, Clyde Square, Greenock, PA15 1LY.

Data Protection Officer

If you would like to contact our Data Protection Officer about a data protection matter, please contact the Information Governance Team using the contact details for the Council set out above or by email at dataprotection@inverclyde.gov.uk.

What information do we need?

Unless specifically agreed with you, we will only collect personal data about you which does not include any special categories of personal information about you. The information will however include details such as your Name, Addresses, Telephone Number, Email Address, Copies of correspondence between you and our service.

Why we need this information?

Your personal information will be used for Audit requirement.

You are giving the Council your personal information to allow us to respond to your comment, compliment or complaint. We will have a record of your comment, compliment or complaint within the Council's systems to enable the relevant Service(s) to undertake the actions required and follow the appropriate procedures.

Your personal data will be used to record your complaint into the complaint handling system. The Council needs to process your personal information if you choose to escalate your complaint to the Scottish Public Services Ombudsman. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

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

The Legal basis for using the information

The Council provide these services to you as part of our statutory function as your local authority. You can find more details of our role on the council's website www.inverclyde.gov.uk Processing your personal information is necessary for (i) the performance of a task carried out in the public interest by the Council; and (ii) the performance of a contract. Where you provide the Council with

more sensitive personal information about you we will process this information for reasons of substantial public interest as set out in the Data Protection Act 2018.

What we will do with your information?

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

No third parties will access your personal data unless there is a legal obligation for us to do so.

Your information shall be used by Inverclyde Council ICT Services.

The Council is legally obliged to safeguard public funds so the Council is required to verify and check your details internally for fraud prevention. The Council may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. The Council is also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this.

The Council will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. The Council analyse your information internally to help us improve Council services. This data sharing is in our full [privacy notice](#) on the Council website. It also forms part of the Council requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

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

Your personal data belongs to you and you have the right to:

- be informed of how we will process it;
- request a copy of what we hold about you;
- have it amended if it's incorrect or incomplete;
- have it deleted (where we do not have a legal requirement to retain it);
- withdraw your consent if you no longer wish us to process;
- restrict how we process it;

- object to us using it for marketing or research purposes;
- object to us using it in relation to a legal task or in the exercise of an official authority;
- request that a person reviews an automated decision where it has an adverse effect on you.

Complaints

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 who can be contacted as follows:

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

Phone 08456 30 60 60 or visit the Information Commissioner's Office's website [Information Commissioner's Office \(ICO\)](#)

However, you should raise the issue with the Council's Data Protection Officer first.

Automated Decision Making

We will not use your data for any automated decision making.

More information:

For more details on how the Council processes your personal information visit [Privacy – Inverclyde Council](#)

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