

Subject Access Requests 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:

- name
- address
- previous address
- date of birth
- email address
- telephone number

Why we need this information?

You are giving us your personal information to allow us to process your Subject Access Request and provide you with a response. The Council will also need to process your personal information if you ask us to review the way that the Council have handled your Subject Access Request or if you make a complaint to the UK Information Commissioner. The Council also use your information to verify your identity where required, contact you by post, email or telephone and to maintain the Council records.

Legal basis for using information

You are entitled to make a Subject Access Request for information that the Council holds about you as part of the Council's role as a local authority. You can find more details of the Council's role on the Council website. Data Protection legislation sets out when we are lawfully allowed to process your personal data. The lawful basis we are relying on for this processing is Article 6(1)(e) of the UK GDPR which states that processing is necessary for the (i) performance of a task carried out in the public interest by the Council; and (ii) compliance with our legal obligations under the Data Protection Act 2018. Where you provide us 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.

We are legally obliged to safeguard public funds so the Council are 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 are 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 the Council services. This data sharing is covered in the Council's full privacy notice on the Council's website. It also forms part of the Council requirements in line with the Council Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

Where you make a complaint to the UK Information Commissioner the Council are legally obliged to share your information with them.

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 the document is held on the Freedom of Information page where you will find a copy under the section titled documents. 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:

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

Phone: 0303 123 1113 or visit the Information Commissioner's office website.

but 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 the Council's website and see the Privacy Notice web page for further information. If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.