

ICT 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, Information Governance, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

The Council's Data Protection Officer is Andrew Greer who can be contacted at dataprotection@inverclyde.gov.uk and by telephone on 01475 71 2498.

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

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.

More information:

For more details on how the Council processes your personal information visit <https://www.inverclyde.gov.uk/site-basics/privacy>. If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.