

Property Services Privacy Notice

How to contact us

Inverciyde Council will act as the 'Data Controller' in regard to the personal data you provide to us. The 'Data Controller' is based at Inverciyde Council, Information Governance, 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, telephone number, email address and home and/or business address.

Why we need this information?

You are giving us your personal information to allow us to manage our commercial property, collect the correct rent in accordance with any relevant occupation agreement or to procure construction or consultant services.

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 information in order to provide you with the services the Council provide. 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 your 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. Processing your personal information is necessary for the performance of a contract with you, or to take steps to enter into a contract with you.

If you fail to provide the information required, Invercive Council may not be in a position to progress with the 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. We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our 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?

We only keep your personal information for the minimum period amount of time necessary.

Sometimes this time period is set out in the law, but in most cases it is based on the business need.

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 on the Freedom of Information webpage where a copy of the document can be found on the Documents Section 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, or visit the Information Commissioner's Office website 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 the Council's website and see the Privacy Notice pages. If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.