



Trusted Trader Scheme Reviews Privacy Notice

Inverclyde Council Trusted Trader review comments are published online. Reviewer name and contact details are required to verify review authenticity but these will not be published.

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?

We collect and process the following information:

- name
- contact details e.g. phone or email address

Why we need this information?

Your information is being collected for the following purposes:

- verifying the authenticity of Trusted Trader reviews

Legal basis for collecting and using information

Inverclyde Council collect and process information about you so that the Council can carry out its functions as a Local Authority. Inverclyde Council relies on your consent to process your personal data for Trusted Trader reviews. You do not have to provide your consent and can withdraw your consent at any time. If consent is not provided then we are unable to provide the Trusted Trader public review service.

What will we do with your information?

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

Inverclyde Council generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

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 [Data Protection Policy - Inverclyde Council](#) 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:

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

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's website –[Information Commissioner's Office \(ICO\)](#) 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 [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.