

Privacy Notice

The Data Controller of the personal information being collected and processed is **Dumfries and Galloway Council**. This privacy notice will inform you why we collect your personal data, how long we will keep your data, the intended processing of your data and any other information which will make the processing of your data fair, lawful and transparent. Should the Council intend to process your data for another reason which is not specified in this notice or for statutory functions; the Council will contact you to provide information.

Dumfries and Galloway Council Contact Details:

Address: Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD

Email: contact@dumgal.gov.uk

Telephone: 030 33 33 3000

Data Protection Officers Contact Details:

Address: Data Protection Officer, Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD

Email: dataprotection@dumgal.gov.uk

Telephone: 01387 260315

Why are we collecting your data?

- Dumfries and Galloway Council are collecting your data for the purpose of providing you with the service you have requested.

What personal information are we collecting from you?

- The Council may need to collect personal data (Example: name, date of birth, email address, house address, bank details, health details) depending on the service you request.

What is the legal basis for collecting your data?

- Performance of a contract
- Legal Obligation

If the data we collect is a statutory, contractual requirement or necessary to enter a contract, if you do not provide your personal details the following may happen:

- If you do not provide the required data the result may be the inability to provide the requested service. For example: if you require a bulky waste uplift we will require your address so the refuse collectors come to the correct property.

What will we do with your information?

- Depending on the service requested your information may be shared with other council departments in order to provide the service requested. For example: if you pay a parking fine then we will inform the Community Safety Team that the fine has been paid.
- To access registration services personal data is collected on behalf of National Records of Scotland. For example: the registration of a birth, death or marriage.
- Your information may be shared with Audit Scotland, the Auditor General, the Accounts Commission or one of the audit firms appointed by them to ensure fairness and transparency in data processing.

How long will your data be stored in the Council?

- Dependent on the service requested data will be kept in line with the council retention schedule. For example: Library Membership data is kept for the life of the membership plus 1 year

How will we secure your data?

- Data is retained on secure servers. Only staff with a business need are authorised and able to access the data.

Your Individual Rights

You have the right to:

- Be informed
- Withdraw your consent at any time
- Request access to your personal data
- Data Portability (this is to move your data where the legal basis is consent or performance of a contract)
- Request your data to be corrected
- Object to the processing of your data
- Request your data to be forgotten (deleted) where the legal basis is consent
- Object to processing of your data
- Lodge a complaint with the Information Commissioner's Office (ICO)

Your responsibilities

- To contact the data controller (Dumfries and Galloway Council) to update your information if it changes. For example: library membership, if you do not update your contact details, if a card is left in a facility we will be unable to return this to you.

Should you wish to lodge a complaint, the details of the supervisory authority are provided:

The Information Commissioner's Office (ICO):

Address: Information Commissioner's Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire

Telephone: 0303 123 1113