

Privacy notice – Customer Services

Who will process your information

East Renfrewshire Council will use your information to provide the service you request or to progress your enquiry.

Your data may be shared between council departments, contractors who carry out work on behalf of the council, IT providers whose systems are used by us to hold information and other organisations who assist us carry out council business.

Why do we process your information?

Your information is processed in order to respond to your request or to progress your enquiry. We may also use it to confirm your identity and entitlement before giving out information, or to create access to some online services. We may also share your information with other council departments and organisations for the same purposes.

Customer information will also be used for statistical purposes, customer surveys (where consent has been given), reporting and benchmarking.

What is the legal basis for us to process your information?

Customer Services process your personal data under a variety of legal bases depending on the nature of your enquiry. Generally, information will be used in order carry out tasks in the public interest under the Local Government in Scotland Act 2003 or in the exercise of official authority or alternatively to take steps prior to you entering into a contract of some description .

Additionally:

Sport development classes: Personal data is processed for performance of a contract. Any special category information is processed for reasons of substantial public interest. See separate privacy notice for more information

Concern warning marker: personal data is processed on the basis of the Council's legitimate interest to ensure the health and safety of its workforce. If any special category data is processed it is held under the council's obligations in connection with employment under the Health and Safety at Work legislation. A marker is placed against an individual's electronic record where it is believed that the individual or the individual's domestic animal poses a risk to employees and others. This is reviewed following a 12 month period. See Concern Warning Marker policy for further information.

Blue badges: data is processed in the exercise of official authority. Any special category information is processed for reasons of substantial public interest. See separate privacy notice for more information

NEC card information is processed in the exercise of official authority. It will be shared with Scottish Passenger transport. Any special category information is processed for reasons of substantial public interest and social protection law. See separate privacy notice for more information.

We also process some information on the basis of your consent:-

Firmbase –service personnel or ex-personnel are offered support and assistance through our Veteran’s Support Advisor, who may share your information as part of the service they offer. Any special category information will only be processed on the basis of your explicit consent.

Complaints – if you have submitted a complaint you will have been asked if we can contact you with a survey regarding how your complaint was handled. This will be a one off survey, conducted within 12 months of your complaint. You may contact us to withdraw your consent at any time.

Do you have to provide your information?

Without the correct information we might be unable to confirm who you are and therefore discuss information relating to any services or finances. We need your correct information in order to carry out a service for you, or provide information relevant to who you are or your circumstances.

How do we collect information about you?

Most of the information the council holds about you will come from you as an individual. Some of the information may come from other departments. In order to validate who you are the council are working with the Improvement Service and Expedian.

Such information comprises:-

your name,

your age and date of birth

your status (in order to assess relevant exemptions and access to services) eg student

dates of residence in particular premises and

details of any past and/or present interest you may have in a particular property.

medical information (in connection with reduction claims, eligibility for services or providing a service)

national insurance or NHS number

How long will we keep your information?

The council will hold your information for the time that you are a resident in ERC. Details relating to your contact with the council, either by phone, in person, via our website or social media will be held from the end of the year it was provided for a period of five years.

Who is your information shared with?

Your information will be accessed by council staff who need to do so to administer services or to respond to your request or information you have given. If such administration is provided on the council’s behalf by an external agency, that agency will also have access to your information.

Information is also analysed internally in order to provide management information and inform future service delivery.

The council also generally complies with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Pest Control enquiries will be shared with Orbis who are contractors employed to carry out work on behalf of the council.

Bookings for the Greenhags Recycling Centre will be passed to the site to notify them of your request to access.

Blue badges and National Entitlement cards – refer to separate privacy notices for more information.

Do we transfer your information outside the UK?

In general we do not transfer personal information outside the UK but on the rare occasions we do we will inform you.

We will only transfer information outside the UK when we are satisfied that the party that will handle the data and the country it is being processed in have adequate safeguards for personal privacy comparable to those which are in place in the UK.

Profiling and automated decision-making

Customer Services do not use profiling or automated decision-making.

Your rights

You have the right to:

1. Be informed of the council's use of your information

This notice is intended to give you relevant information to meet this right.

2. Access personal data held about you

You have the right to access personal information the council holds about you by making what is known as a subject access request. You can receive a copy of your personal data held by the council, details on why it is being held, who it has been or will be shared with, how long it will be held for, the source of the information and if the council uses computer systems to profile or take decisions about you.

3. Request rectification of your personal data

We want to make sure that your personal information is accurate, complete and up to date. You have the right to ask us to correct any personal information about you that you believe does not meet these standards

4. Request that the council restricts processing of your personal data

In some cases, you may ask us to restrict how we use your personal information. This right might apply while we are dealing with a request for correction of your data or we are assessing an objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. When you successfully exercise this right we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

5. Object to the processing of your data

You have the right to object to the council's use of your personal data. The council will generally have to demonstrate why it is appropriate to continue to use your data but you have an absolute right to tell us to stop using your personal information for direct marketing purposes.

6. Ask us to delete your information –

You have the right to ask us to delete personal information about you where:

- I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
- II. we are using that information with your consent and you have withdrawn your consent – see [Withdrawing consent to using your information](#) below
- III. you have a genuine objection to our use of your personal information
- IV. our use of your personal information is contrary to law or our other legal obligations.

Withdrawing consent to use your information – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Complaints

If you have an issue with the way the council handles your information or wish to exercise any of the above rights in respect of your information you can contact the council's data protection officer by post at:

The Data Protection Officer
East Renfrewshire Council
Council headquarters
Eastwood Park
Giffnock
G46 6UG

or by email at dpo@eastrenfrewshire.gov.uk

You have the right to complain directly to the Information Commissioner's office (ICO).

The address of their head office is: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5EF

Telephone: 0303 123 1113

Alternatively, you can report a concern via their website at www.ico.org.uk

The ICO also have a regional office at 45 Melville Street, Edinburgh EH3 7HI

Telephone: 0303 123 1115 e-mail: scotland@ico.org.uk

While you can go directly to the ICO, the council would welcome an opportunity to address any issues you have in the first instance.