

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address: <http://www.stirling.gov.uk/dataprotection>

Our website contains a Register of Data Processing which lists all the different ways in which the Council uses personal data.

This Privacy Notice provides more information about just one of those processes.

| Title of Process | Constituent and Public Enquiries |
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| Why does the Council process personal data? | The data is processed for the purpose of progressing/responding to the enquiry or request received from the member of the public or constituent. |
| What personal data is used? | <p>The data can be about any member of the public/constituent in the Stirling Council area.</p> <p>Only the following basic contact details are taken:</p> <ul style="list-style-type: none"> - Name - Address - Contact phone number(s) - Other contact details i.e. email <p>On occasion the Council can be given more data that the person volunteers to give us.</p> <p><u>“Special Category”</u> Health (physical and mental) – only when members of the public choose to provide more information than is required</p> |
| What makes it lawful for the Council to process this personal data? | We process personal data to perform a “public task” in the public interest. |
| Where does the Council obtain personal data from? | Directly from members of the public/constituents by either telephone, letter or email. |

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| | The contact centre or other departments within Council if they were to receive a call/email/letter in the first instance. |
| Where does the Council keep personal data? | At the initial point of receiving the data, often the data will be recorded onto a notepad. The data will always generally be sent to the relevant member of Democratic/Civic Services or Elected Member(s) via email message on the Council email system. It is not entered or stored anywhere else. |
| How long does the Council keep personal data? | Data Protection legislation requires personal data to be kept for no longer than is required for the purpose for which it was collected. |
| Who does the Council share personal data with? | Data is shared with the Elected Member(s) the constituent intended to contact. |
| Who do I contact about my personal data? | <p>The Council has a Data Protection Officer to make sure it is complying with data protection laws.</p> <p>The Council's Data Protection Officer is Kevin O'Kane, Audit Manager.</p> <p>He can be contacted at: Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA Email: dataprotection@stirling.gov.uk Telephone: 01786 404040</p> |