

# *your* right to know



Explaining your rights to access personal information that the Council holds about you.

Records

Information

Access

## What kinds of information do Councils hold?

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Councils hold a variety of information about the people living in their local area. For example, records are kept by: Library and Leisure Services, Schools, Council Tax, Housing Benefit, Social Services, Planning and other services.

## What are the rules about dealing with this information?

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The Data Protection Act 1998 gives you certain rights, and also demands that the Council responds in certain ways.

The Act says that those who record and use personal information must be open about how the information is used and must make sure that data is:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept for longer than is necessary
- Processed in line with your rights
- Secure
- Not transferred to countries without adequate protection

By law the Council must keep to these rules.

## How can I find out what information Stirling Council holds about me?

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The Data Protection Act allows you to find out what information about you is held on computer and on some paper records. This is called 'right of subject access'.

You can get a Subject Access Request Form from any Council office, or by contacting us by phone or email: Tel: **0845 277 7000** Email: **dataprotection@stirling.gov.uk**



## How long will it take to get access to my information?

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The Council has 40 days to deal with your request.

Once your information has been gathered we will contact you and invite you to look at it in the presence of a member of staff. You will be able to get copies of the information. We can send the material to you by Recorded Delivery if you are not able to visit the Council.

We will ask you to prove your identity with your birth certificate, passport or driving licence, or other similar evidence with your name, address and photograph. You need to show us the original documents - we can't accept copies. This is to make sure that only you get access to your information.

## Can I arrange for someone else to request access to the information on my behalf?

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**Yes.** For instance, you can ask a friend, relative, solicitor, councillor, MSP, MP or MEP. The person must complete the 'Agent Authority' section on the Subject Access Request Form, and show us proof that they are acting on your behalf - for example, a letter of authorisation from you.

## Can I see all the information that's held about me?

Yes, usually you can. However, there are some exceptions. For example, if providing you with information would be likely to affect:

- The way crime is detected or prevented
- Catching or prosecuting offenders
- Assessing or collecting taxes or duty

In some cases your right to see certain health and social work details may also be limited by law.

## What if I'm not satisfied with the Council's response?

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You can complain to the Council by using our Talkback complaint scheme. Phone or email for a Talkback form: Tel: **0845 277 7000**

Email: **[dataprotection@stirling.gov.uk](mailto:dataprotection@stirling.gov.uk)**

Or send in your complaint via the Council's website at **[www.stirling.gov.uk](http://www.stirling.gov.uk)**

If you need this information  
in large print, Braille, audio or in  
another language please contact  
0845 277 7000 and quote  
reference number 8236.

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0845 277 7000 پر فون کریں۔

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polski, zadzwon pod numer 0845 277 7000

## Information Commissioner

You can also appeal to the independent Information Commissioner at any time about the information Stirling Council or any other organisation is processing about you. If you contact the Commissioner first, it is likely that your complaint will be passed to the Council to give us an opportunity to respond.

The Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Information Line: **01625 545745**

Fax: 01625 524510

[www.ico.gov.uk](http://www.ico.gov.uk)

Email: [new.casework@ico.gsi.gov.uk](mailto:new.casework@ico.gsi.gov.uk)



email: [info@stirling.gov.uk](mailto:info@stirling.gov.uk) text: 0771 799 0001

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