

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	Management of ICT functions
<p>Why does the Council process personal data?</p>	<p>Personal data is used to manage Information & Communications Technology, including</p> <p>User Accounts - Opening, maintaining and closing of a user account for an ICT system.</p> <p>Monitoring Logs - Automatically created/recorded when systems are accessed and used. This data will be used to create logs/reports of system activity as and when the need arises (e.g. during investigations into improper use of systems and the internet).</p> <p>Service Desk Calls - To help the service desk deal with service desk requests.</p>
<p>What personal data is used?</p>	<p>Members of staff.</p> <p>User Accounts Name, service area, work phone number, email address</p> <p>Monitoring Logs User Name IP address of machine and websites visited (Not strictly personal data but used in combination with recorded information in another system (libraries, schools) this would identify the individual).</p> <p>Service desk calls Name, service area, work phone number, email address Any other personal data they choose to include within their request – e.g. personal circumstances (been on holiday and can't remember password?).</p>

<p>What makes it lawful for the Council to process this personal data?</p>	<p>We process personal data to comply with a contract – in this case, an employment contract.</p> <p>We also process personal data to perform a “public task” in the public interest.</p>
<p>Where does the Council obtain personal data from?</p>	<p>User Accounts Information passed to Technology & Information from HR when an employee starts and leaves.</p> <p>Monitoring Logs Automatically generated during activities of individuals (staff, pupils, members of public)</p> <p>Service desk calls From staff as they call or email the service desk</p>
<p>Where does the Council keep personal data?</p>	<p>User Accounts On premise, electronic.</p> <p>Monitoring Logs On premise, electronic.</p> <p>Service desk calls On premise, electronic.</p>
<p>How long does the Council keep personal data?</p>	<p>User Accounts Retention Rule: Call Log – 2 years from close of call, then review for business value</p> <p>Monitoring Logs Automatic recording of access to, and use of, an ICT system Retention Rule: Raw data log – 1 year from end of calendar year, then destroy Automatic digital filtering Retention Rule: Automatic logging records - 1 year from end of calendar year, then destroy</p> <p>Service desk calls Retention rule: Call Log – 2 years from close of call, then review for business value.</p>
<p>Who does the Council share personal data with?</p>	<p>Monitoring Logs Not routinely shared. Only shared with Police (or other investigating authority) during an investigation.</p>
<p>Who do I contact about my personal data?</p>	<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>
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