

# 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.

<b>Title of Process</b>	<b>Advice Services</b>
<b>Why does the Council process personal data?</b>	<p>The Council processes personal data for Advice Services which include Advice Stirling (Money, Debt &amp; Benefits Advice), Forth Valley Macmillan Money Matters Project, and Connecting Stirling.</p> <p>Personal data is collected and recorded to enable casework to be carried out and advice provided. In addition, some personal data may be used to report to funders, apply for funding, and for audit purposes including the Scottish National Standards for Information and Advice Providers</p>
<b>What personal data is used?</b>	<p>Personal data of service users may include: Name, address, phone numbers, email address, marital status, ethnicity, sexual orientation, health conditions, disabilities, tenure, financial information.</p> <p>We will also record details for partners, carers and children where relevant and appropriate</p> <p>Some special category personal data may be processed.</p>
<b>What makes it lawful for the Council to process this personal data?</b>	<p>We rely on the consent of the client to make processing lawful. A form of authority and service level agreement are completed with clients.</p>
<b>Where does the Council obtain personal data from?</b>	<p>The data can be provided by a number of sources including: referrers; clients; friends, family or carers of the client; medical professionals; creditors; DWP. We will sometimes request information from other Council teams including: revenues &amp; benefits; housing; and social work, but only with client consent.</p>

	<p>We have a data sharing agreement with DWP and a service level agreement with Forth Housing Association. We also receive information from other organisations: on our referral forms, by email or over the phone; or in written format or over the phone when we request this to enable us to accurately advise the client.</p> <p>The data is provided either face-to-face; over the phone; by email; or in written format.</p>
<b>Where does the Council keep personal data?</b>	<p>Data is kept on our case management system called Advicepro. This is a cloud based system and is hosted by ACM. ACM have confirmed that data is backed up on servers held in the UK. We hold some client information on our Advice Services shared drive and in email folders.</p> <p>We also hold some paper files held in locked cabinets, and older paper files in storage with the Records Centre.</p>
<b>How long does the Council keep personal data?</b>	<p>6 years from date of case closure, unless there are circumstances where we need to hold information for longer (e.g. if a client enters into the Debt Arrangement Scheme, we need to hold the data for the length of the DAS in case it needs to be varied at any stage).</p>
<b>Who does the Council share personal data with?</b>	<p>Personal data is shared with creditors, DWP, funders etc. but only with client consent, where a contract exists, or where we have a legal duty.</p>
<b>Who do I contact about my personal data?</b>	<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: <a href="mailto:dataprotection@stirling.gov.uk">dataprotection@stirling.gov.uk</a>  Telephone: 01786 404040</p>