

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	Regulatory Services - Service requests
Why does the Council process personal data?	<p>To permit investigation of service requests from consumer or business which may involve contacting a third party and identifying the person who has raised the request or complaint.</p> <p>Personal data is recorded to ensure that the service request is being investigated/progressed by the appropriate local authority.</p> <p>To permit transfer of data to another party if they are more appropriate to deal with the service request.</p>
What personal data is used?	<p>Name, Address, Telephone number (landline / mobile) and Email address of service users (which include consumers and businesses from the local council area) and consumers from out with the area who have a complaint about a business in the local area.</p> <p>Data subject can also be proxy contacts who are contacts for consumers in our area who have given authority for a family member to act on their behalf. These data subjects may or may not be located within our local council area.</p> <p>In certain complaints we may also record, date of birth and financial details</p>
What makes it lawful for the Council to process this personal data?	<p>We process personal data in order to help us comply with a statutory duty. Personal data may also be processed for the purpose of a contract that the service user is party to.</p>

<p>Where does the Council obtain personal data from?</p>	<p>Personal data is submitted directly by data subjects by letter, email or via interview or telephone conversation.</p> <p>It can also be submitted by proxy contact on behalf of data subject.</p> <p>We may receive information from another Law Enforcement Agency with name and telephone number asking for contact to be made with data subject.</p> <p>Personal data is also transferred by The Citizens Advice Consumer Service into the Civica APP system and is subject to a data sharing agreement. If the data is passed from another Law Enforcement Agency it is by email or telephone and is entered to UNIFORM or CIVICA by the receiving officer.</p>
<p>Where does the Council keep personal data?</p>	<p>Data is stored on the Civica APP or UNIFORM system and on network drives.</p> <p>Data is also stored in paper format.</p>
<p>How long does the Council keep personal data?</p>	<p>Paper forms are archived at the end of the calendar year to the records office with a retention period of 5 years.</p> <p>Data is in email systems and is deleted from that system when the service request is completed.</p> <p>A maximum of 6 years from the end of the calendar year in which the service request was received.</p>
<p>Who does the Council share personal data with?</p>	<p>Personal data for service requests from consumers/businesses, we will routinely contact a third party to progress request and the personal data will be shared to allow third party to respond to concern.</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>

