

Stirling Council - Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address:

<https://www.stirling.gov.uk/council-democracy/access-to-information/data-protection/>

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	Information and Individual Rights Requests
Why does the Council process personal data?	<p>The Records & Information Governance Team (RIG) gather information to allow us to process and respond to information and individual rights requests that are covered by the following legislation:</p> <ul style="list-style-type: none"> • Freedom of Information (Scotland) Act 2002 • Environmental Information (Scotland) Regulations 2004 • Data Protection Act 2018 • UK General Data Protection Regulation (UK GDPR) • Pupils' Educational Records (Scotland) Regulations 2003 <p>We will also gather information to allow us to process information requests from Social Security Scotland for Child Disability Payments and Adult Disability Payments.</p>
What personal data is used?	<p>When we are processing your information or individual rights request we will let you know what types of information we are asking for and why. For example this may include:</p> <ul style="list-style-type: none"> • your name • your contact details • information about other people who may be linked to your information we need to identify your information and to make a decision • information relating to accessing your personal data already held by one of our services that you have requested. • addition information/comments that relate to your enquiry or request to help us to identify and locate your information • Other information that is held by a Council service that is within scope of your request will also be stored on the secure case management system <p>Special Category Information Some of the information we collect may be what the data protection law calls "special categories" of information. Special Categories include information about someone's:</p> <ul style="list-style-type: none"> • race • ethnic origin • politics • religion • trade union membership • genetics • biometrics (where used for ID purposes) • health • sex life • sexual orientation <p>We will only hold the minimum of personal data that is required to carry out our legal obligations under the above noted legislation.</p>

<p>What makes it lawful for the Council to process this personal data?</p>	<p>UK GDPR Article 6(1) (e) processing is necessary for the performance of a task carried out in the public interest.</p> <p>Any special category data captured will only relate to the specific services requirements under UK GDPR Article 9(2)</p>
<p>Where does the Council obtain personal data from?</p>	<p>We gather the information to enable us to fulfill our statutory obligations under the above noted legislation and to ensure your expectations are being met.</p> <p>The personal data will be held within the RIG case management system. This personal data will be gathered from information provided as part of a request or is information already held either electronically or in paper records, by any of the Council services which hold it.</p> <p>Personal data held/processed within the case management system will be gathered from a range of sources including:</p> <ul style="list-style-type: none"> • Data subject • Authorised representative of the data subject • Stirling Council* • Information provided by external organisations including (but not limited to) <ul style="list-style-type: none"> ○ Regulators ○ Other local authorities ○ NHS ○ Police ○ Social Security Scotland ○ DWP ○ HMRC ○ Courts & Tribunal services etc. ○ Other Scottish Government and UK Government agencies <p>*As well as the information provided by yourself and the other sources listed above, we will also process within the Case Management System, information already held by other Council services that is relevant to the request. This may include, but not be limited to, Education, HR, Council Tax and other records relevant to the request. It may also include social work and social care records that may contain special categories of personal data and criminal convictions personal data.</p> <p>The above applies to requests made either via an on-line form, by email or on paper by post. It also applies to information provided by telephone.</p>
<p>Where does the Council keep personal data?</p>	<p>The data will be recorded within the Council's electronic RIG case management system and supporting legacy systems.</p> <p>The Case Management System holds the above noted personal data on a cloud based platform.</p>
<p>How long does the Council keep personal data?</p>	<p>The length of time we need to keep information will depend on the purpose for which it is collected. We will not keep your information for any longer than is needed.</p> <p>All personal data held within the case management system is subject to the Council's Retention Schedules which are set in accordance with the Scottish Council on Archives.</p>

<p>Who does the Council share personal data with?</p>	<p>In most cases, the data will be received electronically by the RIG team in the first instance. The data will be recorded within the electronic case management system and electronically passed to the relevant service for action.</p> <p>Where services receive information requests direct from you, these will be securely forwarded to the RIG team who will store them on the electronic case management system.</p> <p>In order to fulfill the functionality of processing capabilities, personal data stored on Workpro will be shared with the CAS.</p> <p>CAS partners with iomart Group PLC to provide ISO27001 accredited UK hosting and disaster recovery, and managed by CAS as a one-stop service with Workpro.</p> <p>Stirling Council will be the data controller and CAS the data processor.</p> <p>We will also share information with the required regulatory authorities when asked to do so, such as the Scottish Information Commissioner (OSIC) and the Information Commissioner (ICO).</p>
<p>Who do I contact about my personal data?</p>	<p>If you would like to exercise one of your rights under the UK General Data Protection Regulations (UK GDPR), for example, your rights to access your personal data held by Stirling Council, you should contact the following:</p> <p>Records & Information Governance Team Stirling Council Old Viewforth Stirling FK8 2ET Email: dprequests@stirling.gov.uk</p> <p>The Council has a Data Protection Officer (DPO) to make sure it is complying with data protection laws. The DPO can be contacted at:</p> <p>Data Protection Officer Stirling Council Old Viewforth Stirling FK8 2ET Email: dataprotection@stirling.gov.uk Telephone: 01786 404040</p>