

# Small Service Accommodation Hardship Relief: Privacy Statement

## Who are we?

Stirling Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Its head office is located at Viewforth, 14-20 Pitt Terrace, Stirling, FK8 2ET, and you can contact our Data Protection Officer by post at Teith House, Kerse Road, Stirling, FK7 7QA, by email at: [dataprotection@stirling.gov.uk](mailto:dataprotection@stirling.gov.uk) and by telephone on 01786 404040.

## Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to assess your application for eligibility for funding through the Small Service Accommodation Hardship Relief and to allow us to process your application and administer that funding to you.

We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

This local authority is administering the Scottish Government's Small Service Accommodation Hardship Relief Fund.

## What personal data is used?

When we are handling your request, we will let you know what types of information we are asking for. These data fields are listed on our online form.

For example, this include; your name; your contact details; information relating to your business; and, additional information that relates to your request.

## LEGAL BASIS FOR USING YOUR INFORMATION

We provide these services to you as part of our statutory function as your local authority. You can find more details about this on our website. Processing your personal information is necessary for the performance of a contract with you (or to take steps to enter into a contract with you).

If you do not provide us with the information, we have asked for then we will not be able to provide this service to you.

We also need to process more sensitive personal information about you in order to meet our legal obligations in relation to employment, social security and social protection law.

## Who do we share your information with?

We are legally obliged to safeguard public funds, so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website.

Your information will also be shared with the Scottish Government and with the Department for Work and Pensions for the purposes of determining your application and administering it.

## How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases, it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for.

You can view this on our [website](#).

## YOUR RIGHTS UNDER DATA PROTECTION LAW

### Access to your information

You have the right to request a copy of the personal information that we hold about you.

### Correcting your information

We want to make sure that your personal information is accurate, complete and up to date. Therefore, you may ask us to correct any personal information about you that you believe does not meet these standards.

### Deletion of your information

You have the right to ask us to delete personal information about you were:

- you think that we no longer need to hold the information for the purposes for which it was originally obtained
- you have a genuine objection to our use of your personal information - see Objecting to how we may use your information below
- our use of your personal information is contrary to law or our other legal obligation

## Objecting to how we may use your information

You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

## RESTRICTING HOW WE MAY USE YOUR INFORMATION

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information.

This right might also apply if we no longer have a basis for using your personal information, but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please [contact us](#) as stated above if you wish to exercise any of these rights.

## Information you have given us about other people

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Stirling Council. We will only use this information to process and administer your claim. If they want any more information on how we will use their information they can visit our [website](#) or contact us by email.

## COMPLAINTS

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by [Email](#) or by Phone on 07384 905 058.

The Information Commissioner's Office - Scotland  
45 Melville Street  
Edinburgh  
EH3 7HL

Phone: 0303 123 1115 (local rate) or visit their website.

Please note if your complaint is not about a data protection matter or concerns the handling of personal information please contact us using the [complaints procedures](#) in place.