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LiveArgyll PRIVACY NOTICE Comments

What information do we need?

Argyll & Bute Council will act as the 'Data Controller' for LiveArgyll for the personal data you provide to us. The Data Protection Officer, Ian Jackson, is responsible for ensuring personal data is managed in accordance with data protection legislation and can be contacted as follows, but in the first instance, for LiveArgyll, contact should be made with Diane McMillan, Business Support Manager

Address: Diane McMillan, Business Support Manager, Community Centre, Manse Brae, Lochgilphead PA31 8XQ.

Email: diane.mcmillan@liveargyll.co.uk or admin@liveargyll.co.uk

Telephone: 01546 604232

Address: Iain Jackson, Governance and Risk Manager, Argyll & Bute Council, Kilmory, Lochgilphead PA31 8RT.

Email: iain.jackson@argyll-bute.gov.uk or dataprotection@argyll-bute.gov.uk

Telephone: 01546 604188 or 01546 605522

Why do we need this information?

You are giving us your personal information to allow LiveArgyll to administer the process for customer comments.

We need to know this information in order to:

- To provide you with the services we provide
- To verify your identity where required
- To maintain our records

If you do not provide this information then we will be unable to provide those services to you and we will be unable to maintain an accurate record which may form the reference for other services. We will not collect any personal data from you that is not required for delivery of those services.

The lawful basis for processing your information in these circumstances is:

Performance of a contract – Comments

What we will do with your information?

We will use your information to process your comments. The information will include details such as your name, address, e-mail address.

No 3rd parties will have access to your personal data unless there is a legal obligation for us to do so.

UK or International Data Processing?

All of the information we collect from you will be processed by staff in the United Kingdom. Your data will be stored on servers located in within the United Kingdom, the data will not be processed outside the European Union. We will take all reasonable steps to ensure that your

data is kept securely and more information on how we do this can be provided by the Data Protection Officer if required.

How long will we keep your information?

We will keep your personal data for no longer than reasonably necessary, which is for a period of 1 year(s) from when the comment is submitted to us in order to comply with our records retention schedule.

After this period it will be destroyed under secure arrangements if it is no longer required for the lawful purpose(s) for which it was obtained. More information on our retention schedules can be provided by the Data Protection Officer if required.

Automated Decision Making

Your data will not be used in automated decision making.

Your Rights

When you provide information to LiveArgyll, you will have the following rights:

- to withdraw consent at any time, where the lawful basis specified above is consent
- to lodge a complaint with the Information Commissioner's Office – see below for details
- to request access to your personal data – please contact the Data Protection Officer if you wish to submit a request.
- to data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- to request rectification or erasure of your personal data, as far as the legislation permits – please contact the Data Protection Officer and provide details of what data you wish to be rectified or erased.

You can find out more about your rights in relation to data protection here: www.argyll-bute.gov.uk/data-protection or from the Data Protection Officer by telephone or in writing, as detailed above.

Information Commissioner's Office

The ICO is the UK's independent body set up to uphold information rights.

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113 Email: casework@ico.org.uk

The Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0303 123 1115 Email: Scotland@ico.org.uk