

PRIVACY STATEMENT

This page tells you how LiveArgyll use your personal information.

This privacy statement is the privacy notice for all LiveArgyll services. We will use your details to provide you with the service(s) which you or someone else (with your consent) have asked us to provide. We will also use your personal details for purposes of crime prevention and crime detection and/or when required by law and will share it with other public bodies for that purpose.

LiveArgyll is a Scottish charity (No SC047545) incorporated under the Companies Acts and limited by guarantee, registered in Scotland with Company No 569568, it's registered offices at Community Centre, Manse Brae, Lochgilphead PA31 8QX. In terms of the Data Protection Act 1998, LiveArgyll is the data controller of any personal information provided to or gathered by us.

GENERAL APPROACH

LiveArgyll does not sell or rent your personal details to any external organisations. For most purposes, we will only process your information with your consent. In most cases, we will presume that by providing us with your details in order to obtain a service from LiveArgyll, you are consenting to us using those details in order to provide that service to you. We will not use your personal details for any other purpose without first obtaining your consent to that other purpose or purposes (you may have been asked to provide this additional consent at the time when you originally contacted us, for example in an additional section on an application or other form).

In relation to outstanding money owed, we may also share your information with Debt Management Partners and the Courts. We may also share your information for the same purposes with other public organisations, including the Council, neighbouring councils that handle public funds, and with the Police. We may also share your details with other organisations, including credit reference agencies, for the purposes of prevention and detection of fraud and confirming who is living at a particular address.

LiveArgyll carries out statistical analyses of the information which it holds in order to monitor its performance in various areas and in order to improve service delivery. These anonymised statistics, once they cannot identify any individuals, may be published or shared with other organisations or individuals.

YOUR RIGHTS UNDER THE DATA PROTECTION ACT 1998

You have a number of Rights under the Data Protection Act 1998 ("the DPA") in regards to how your data is processed. As a minimum you should be given 'fair processing' information which is sometimes referred to as a 'privacy' notice or statement. LiveArgyll's online 'privacy statement' constitutes our general approach to how we process personal information. There may be other more specific privacy notices or statements you will have been given or made readily available for a service you are obtaining from us, e.g. in an online or offline form, public notice or orally, etc.

You have the following fundamental rights in respect to how your data is being processed:-

SUBJECT ACCESS REQUESTS

(REQUESTS FOR COPIES OF YOUR PERSONAL DATA THAT WE HOLD)

- The right to request (in writing) a copy of your personal data held by us, given to you in a permanent form. You are entitled to be given if requested:
- A description of the personal data being processed
- A description of the purposes for which it is being processed
- A description of any likely recipients
- Any information on the source of this data
- Where any automated decisions have been taken, the 'logic' behind these decisions

AUTOMATED DECISIONS

- You have the right, by notice, to prevent any automated decisions.

DIRECT MARKETING

- You have the right to request to cease, or not begin, processing of your personal data, for the purpose of direct marketing.

COMPLAINTS TO THE COMMISSIONER

- You have the right to ask the Information Commissioner to carry out an 'assessment' of the processing of your personal data if you believe it directly affects you (causes 'damage' or 'distress') to determine whether the processing is undertaken in accordance with the law.

COMPENSATION FOR DAMAGE/DISTRESS

You may be entitled to compensation if you suffer 'damage' or 'distress' as a result of a contravention of any provision of the Data Protection Act 1998 in regards to the processing of your personal data.

HOW DO I MAKE A SUBJECT ACCESS REQUEST?

You must:

- make the request in writing
- supply information to prove who you are (to eliminate risk of unauthorised disclosure)
- supply appropriate information to help us to locate the information you require.

The request should include details and provide evidence of who you are (e.g. driving licence, passport, birth certificate, utility bills).

You should also provide as much detail as possible regarding the information you wish to access (e.g. where and by whom information is believed to be held, specific details of information required).

This list is not exhaustive and other forms of identification may be acceptable. At least one form of identification should contain the same signature that is on your application form or letter and one must include a photograph. Please note that LiveArgyll will not be able to comply with any requests received unless satisfactory proof of identification is provided.

You are not required to state WHY you wish to access the information: the details we require are merely those that will aid the efficient location and retrieval of information. Once we receive a Subject Access Request, all efforts will be made to fully comply within 40 days. In any event, you will receive all the information that has been located and can be released within 40 days and an explanation for any information that cannot be provided at that time.

Upon receipt of a request, we must provide:

- information on whether or not the personal data are processed
- a description of the data, purposes and recipients
- a copy of the data
- an explanation of any codes/jargon contained within the data.
- We must respond to Subject Access Requests within 40 days.