

Privacy Notice for the bookings of Family History Research

Who we are

Scottish Borders Council is a Local Authority established under the Local Government etc. (Scotland) Act 1994 and having its Headquarters at Scottish Borders Council, Newtown St Boswells, Melrose, TD6 0SA. You can contact the Customer Advice & Support Service by email at CustomerAdvice@scotborders.gov.uk or by calling 0300 100 1800.

The Council's Data Protection Officer can be contacted using the contact details for the Council as set out above or by email at dataprotection@scotborders.gov.uk

How we will use your information

You are giving us your personal information to allow us to process and confirm your booking for family history research and to record usage of the service. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

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.

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 Scottish Borders Council. We will only use this information to contact those people to assess your own entitlement to this service. If they want any more information on how we will use their data they can visit our website www.scotborders.gov.uk/privacystatement or email us dataprotection@scotborders.gov.uk

How long do we keep your information for?

The information you have provided will be kept secure and confidential until after your family history research has been completed. The information will not be retained following your final family history research appointment.

Your Rights

You have the right to request access to any personal data held about you by the Council. You can also request that we restrict the use of your information or even object to any further processing. You can do this by contacting the Data Protection Officer using the contact details provided above. We will respond to your request within 30 calendar days.

For more information on your rights please visit our website www.scotborders.gov.uk/DPYourRights or alternatively if you would like a hard copy of this information, please contact us using the contact details provided above.

How to raise a complaint

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 at dataprotection@scotborders.gov.uk or by telephone on 0300 100 1800.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office (ICO), who can be contacted by post to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

You can contact the ICO by phone on 0303 123 1113 or visit their website for more information at www.ico.org.uk/concerns

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at www.scotborders.gov.uk/complaints