

Privacy Notice for the Financial Inclusion Team

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

We will use your information to give general benefit advice or advice when your benefit has been sanctioned, including assisting you to prepare a benefit appeal and representing you at an appeal hearing. The Council is entitled to collect and use this information in order to carry out the task of providing this service to you.

Who we may share your information with

Your information will be accessed by Council staff who need to do so in order to provide the service as described above. The Council is legally obliged to safeguard public funds, so details will be checked internally for fraud prevention and verification purposes and may be shared with other public bodies for the same purpose.

The Council is legally obliged to share certain data with other public bodies such as

- HMRC
- Child Support Agency
- Police Scotland
- Scottish Courts and Tribunals Service
- Public Services Ombudsman and will do so where the law requires this.

Your information may also be shared and analysed internally in order to provide management information, inform service delivery reform and similar purposes to meet our duty to achieve best value and continuous service improvement.

Where there is a requirement for translation & interpreting services we may share your data with any of the following as appropriate:

- Language Line
- Alpha Translating and Interpreting Services LTD
- Scottish Borders Interpreter Agency
- Contact Scotland – BSL
- Royal Blind – Scottish Braille Press

In general the Council does not transfer personal data outside either the UK or the European Economic Area (EEA) and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EEA when it is satisfied that the

party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

Decision Making

The Council do not use profiling or automated decision-making processes. Some processes are semi-automated (such as anti-fraud data matching) but a human decision maker will always be involved before any decision is reached in relation to you.

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?

Whether your claim is successful or unsuccessful, the information you have provided will be retained for seven years after your case has been closed.

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