

Privacy Notice – Operational Services – General Customer enquiries (email, letter and phone)

Information held about you

West Lothian Council will collect personal information about you. This information will be:

- The information you provided as part of your enquiry, such as your address, telephone number and email address

We will use this information to contact you if required as part of your enquiry.

Who is processing my data?

All personal information is held and processed by West Lothian Council in accordance with data protection law.

How will we use information we hold about you?

This information will be used to contact you if required as part of your enquiry.

Who we will share your information with?

We will only share this information with West Lothian Council colleagues to compile a response to your enquiry.

How long do we keep your records?

We will keep your information for a period of three years after resolution of your enquiry to help us with reporting and planning in the future.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended if incorrect or, in some circumstances, erased.

To make a request for information, amendment or erasure, you will need to put your request in writing and provide proof of identification to West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

Email – DataProtectionOfficer@westlothian.gov.uk

Providing accurate information

It is important that we hold accurate and up to date information in order that your account remains accessible.

Further information

If you have any questions or concerns about how your information is used, please contact Jim Jack at West Lothian Council, Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP, email jim.jack@westlothian.gov.uk. You can also contact the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: DataProtectionOfficer@westlothian.gov.uk. More information about data protection and how it applies to you, including how to make a complaint, is available from the [Information Commissioner's Office](#)