

Privacy Notice – Operational Services – online request for service

Information held about you

We will ask for your contact details and address details if this is required to carry out the service you have requested. We will also ask for your contact details if you would like to be updated about the status of your request.

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?

We will use address details to carry out your request, if we need them. We will use your contact details to keep you informed about the status of your request, if you would like to be kept informed, or ask for additional information if it is needed to carry out your request.

Who we will share your information with?

We will only share your information with internal West Lothian Council colleagues in services such as Roads & Transportation and Waste Services, as required to carry out your request.

How long do we keep your records?

We will keep your information for three years after the service has been delivered 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 about you in order to deliver the service you have requested. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact Andy Johnston at West Lothian Council, Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP, email andy.johnston@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](#)