

PRIVACY NOTICE – Care at Home Service User Questionnaire

Our Contact Details

Name: Care at Home Team

Address: CareAtHome-ECM@westlothian.gov.uk

Phone Number: 01506 282252

YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

Under data protection law, the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting us using the contact information at the end of this document.

The information provided will be used to contact service users who have completed a Care at Home Service User Questionnaire and consented to being contacted to discuss results directly with their contracts officer. Under Data Protection law, consent is required for the collection of this information. The data will only be used to contact those who have consented and will not be shared to any other party.

We only keep information about you for as long as required. The table shows what information we collect, and how we manage this.

For this activity:	We collect	From	Reason	Information retention	We will share this with
Service User Feedback	Name and contact details	Care at Home Questionnaire	To directly contact service users should they wish to discuss answers further	The data will only be held for a short time until the service user is contacted.	The data will not be shared with any other party.

YOUR RIGHTS

Under data protection law, you have rights including:

Your right of access	You have the right to ask us for copies of your personal information.
Your right to rectification	You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
Your right to erasure	You have the right to ask us to erase your personal information in limited circumstances.
Your right to restriction of processing	You have the right to ask us to restrict the processing of your personal information in certain circumstances.
Your right to object to processing	You have the the right to object to the processing of your personal information in certain circumstances
Your right to data portability	You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To make a request contact us using the contact information at the start of this document.

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to contact you to discuss your survey response. 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 us at the address above.

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 at <https://ico.org.uk/>

The Information Commissioners address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Helpline number: 0303 123 11133