

Privacy Notice

The Data Controller of the personal information being collected and processed is Dumfries and Galloway Council. This privacy notice will inform you why we collect your personal data, how long we will keep your data, the intended processing of your data and any other information which will make the processing of your data fair, lawful and transparent. Should the Council intend to process your data for another reason which is not specified in this notice or for statutory functions; the Council will contact you to provide information.

Dumfries and Galloway Council Contact Details:

Address: Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD

Email: contact@dumgal.gov.uk

Telephone: 0303 333 3000

Data Protection Officer's Contact Details:

Address: Data Protection Officer, Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD

Email: dataprotection@dumgal.gov.uk

Telephone: 01387 260315

Why are we collecting your data?

We need to collect your personal information in order to:

- Provide you with your initial financial support,
- To aid you in accessing services as necessary

What personal information are we collecting from you?

The Council need to collect from you:

- Name
- Address
- Gender
- Ethnicity
- Date of Birth
- Phone number
- Email address

What is the legal basis for collecting your data?

- Wherever the Council processes personal data, we need to make sure we have a legal basis for doing so in data protection law. The Council understands our legal basis for processing personal data in relation to your application as Article 6(1)(e) of the General Data Protection Regulation. This information is required to provide you with information relating to your circumstances and provide you with your first payment.
- In delivering our service, the Council may process special category personal data. The Council understands our legal basis for doing so as Article 9(2)(g) of the General Data Protection Regulation. This is because we consider that it is in the substantial public interest to fulfil our obligations when reporting to the Scottish Government.

What will we do with your information?

- Share information relating to the Resettlement Project

- Sign post you to third sector Agencies and Providers for financial support.

We may also share your information (if required) with;

- Revenues and Benefits Services to ensure that you are getting the correct entitlement to Housing Benefit and charged the correct amount of Council Tax.
- The Department of Work and Pensions regarding any ongoing benefit claim relating to you or your household.
- Social work to ensure that you can access any services appropriate to you.
- Landlord and or their agent in relation to rent arrears and if any financial help is available to you.
- Housing Options and Homeless Dept and Housing Support Providers to aid you in sustaining your Tenancy.

How long will your data be stored in the Council?

Your information will remain on our system while we assist you and for a period of 6 years after that

Your Individual Rights

You have the right to:

- Be informed
- Withdraw your consent at any time where the legal basis is consent by contacting the Data Protection Officer using the contact details above.
- Request access to your personal data
- Data Portability (this is to move your data where the legal basis is consent or performance of a contract)
- Request your data to be corrected
- Object to the processing of your data
- Request your data to be forgotten (deleted) where the legal basis is consent - Object to processing of your data
- Lodge a complaint with the Information Commissioner's Office (ICO)

Your responsibilities

To contact the data controller (Dumfries and Galloway Council) to update your information if it changes.

Should you wish to lodge a complaint, provided are the details of the supervisory authority; the Information Commissioner's Office (ICO): Address: Information Commissioner's Officer, Wycliffe House, Water Lane. Wilmslow, Cheshire Telephone: 0303 123 1113