

## **SPCB Privacy Notice**

This privacy statement explains how we collect and use personal information about you for the following process:

### **Enquiries from the public to the Broadcasting Office**

#### **The categories of information processed**

We process **normal category** personal data that we receive from you when you contact the Broadcasting Office to make an enquiry or a request. Normal category data includes information such as your name, home and/or mobile phone number, personal email address and home address.

#### **Source of the information**

This information is provided to the Scottish Parliamentary Corporate Body (SPCB) by you (the data subject).

#### **The purpose(s) of the processing**

This data may be recorded by a member of SPCB staff in order to respond to an enquiry or to provide media or other SPCB content which has been requested to the address(es) provided.

#### **The legal basis of processing**

The legal basis for the processing personal data for the purposes of responding to an enquiry or a request is that it is necessary for the performance of a task carried out in the public interest (Article 6(1)(e) GDPR and section 8(d) DPA). Engagement with the public and responding to enquiries is in the public interest.

#### **Data sharing**

Where an enquirer gets in touch to let us know about a problem with accessing or downloading material from our website we may pass on the enquirer's email address to the external company involved in our webstreaming and archiving who will determine whether the email address or domain is at fault . The external company will delete this data after a period of one week.

#### **Retention of data**

Personal data is retained in electronic format or hard copy. It is updated on the advice of the subject and removed or redacted within three months of the subject's enquiry or request task being deemed completed.

## Your rights

Data protection legislation sets out the rights which individuals have in relation to personal data held about them by data controllers. Applicable rights are listed below, although whether you will be able to exercise data subject rights in a particular case may depend on the purpose for which the data controller is processing the data and the legal basis upon which the processing takes place.

For example, the rights allowing for deletion or erasure of personal data (right to be forgotten) and data portability do not apply in cases where personal data is processed for the purposes of the performance of a task carried out in the public interest. This would be considered on a case by case basis and depends on what personal data is involved and the risks further processing of that data would pose to you.

The following rights may apply:

**Access to your information** – You have the right to request a copy of the personal information about you that we hold. For further information, see our Data Subjects' Access Requests Policy.

**Correcting your information** – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

**Objecting to how we may use your information** – Where we process your personal data based on a legitimate interest, then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

**Restricting how we may use your information** – In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information, but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us in any of the ways set out in the *Contact information and further advice* section if you wish to exercise any of these rights.

## Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained using the contact information below.

This privacy statement was last updated on 19 February 2020 and will be reviewed within 12 months if not updated prior to that.

## Contact information and further advice

If you have any further questions about the way in which we process personal data, or about how to exercise your rights, please contact the Head of Information Governance at:

The Scottish Parliament  
Edinburgh  
EH99 1SP

Telephone: 0131 348 6913 (Calls are welcome through the Text Relay service or in British Sign Language through [contactSCOTLAND-BSL.](#))

Email: [dataprotection@parliament.scot](mailto:dataprotection@parliament.scot)

## Complaints

We seek to resolve directly all complaints about how we handle personal information, but you also have the right to lodge a complaint with the Information Commissioner's Office online at: <https://ico.org.uk/make-a-complaint/>

Or by phone at: 0303 123 1113



HAPPY TO **TRANSLATE**

Please contact us if you require information in another language or format.

Date	Version	Summary of changes
25/05/2018	1.0	N/A
19/02/2020	2.0	Privacy Notice updated to include

		<p>changes to the section on “The legal basis for processing” by changing the legal basis from legitimate interest to public interest. To include changes to the section on “Your rights” to reflect the legal basis for processing. To include information about making a complaint to the ICO and minor formatting changes.</p>
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