

SPCB Privacy Notice - Outreach Services Privacy Notice – Education Bookings and ordering educational resource packs

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

Education visit bookings and related enquiries, including ordering educational resource packs from the Scottish Parliament

The categories of information provided

Normal category data including names, addresses and telephone numbers.

We may also process ***special category** data, in order to facilitate access by individuals with additional requirements. *Special category personal data consists of information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, and the processing of genetic data, biometric data for the purposes of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

Source of the information

Personal data is provided to Outreach Services directly from individuals (data subjects) or other individuals or organisations on their behalf for the purposes of booking a visit with the Education Service. Personal data is also provided from individuals completing the education resources order form.

The purpose of the processing

We collect and use personal data for the purposes of making education visit arrangements at the Scottish Parliament or at the school and responding to related enquiries.

We will record any special category data only where they relate to any additional access requirements within the group.

We also collect personal data for the purposes of completing the Educational Resources Order Form on the Scottish Parliament website.

The legal basis of processing

Data protection law states that we must have a legal basis for handling personal data. The Education Service exists to support those within the education system to understand the workings of the Parliament. Increasing the awareness and understanding of the work of the Scottish Parliament and engagement with educational institutions to support that aim is part of the core tasks of the SPCB. The legal basis for processing personal data for this activity is therefore that it is necessary for the performance of a task in the public interest in accordance with Article 6(1)(e) of the General Data Protection Regulation (GDPR) and Section 8(e) of the Data Protection Act 2018.

If you provide us with any health-related information for accessibility purposes, the processing is necessary for a task carried out in the substantial public interest (in accordance with Art 9(2)(g) GDPR and s 10(1)(b) and para 6(2)(b) Part 2 of Schedule 1 to the DPA 2018). Facilitating access to the Scottish Parliament for members of the public with additional access requirements is a core task of the SPCB and in the substantial public interest.

Data sharing

In order to ensure staff are able to manage visitors most appropriately, information on the school name, group size and any access requirements is shared within the SPCB, and where necessary with Members of the Scottish Parliament and their staff. This data does not include personal data and is provided as an aggregate for the group. We only share the name of the school, the number of people in the group and any access requirements. Individuals cannot be identified from the shared information.

Retention of data

Data is retained securely in either electronic or paper form and then deleted or destroyed 12 months after the date of the visit.

Voicemails will be deleted as soon as your message has been dealt with. Personal information provided in voicemails may be transferred to written data retained in electronic or paper form and will be deleted or destroyed as outlined above.

Personal data submitted in the Education Resources Order Form will be deleted once the resource pack has been issued.

Your rights

The GDPR sets out the rights which individuals have in relation to personal information held about them by data controllers. These rights are listed below, although whether you will be able to exercise each of these 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.

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 6 August 2020 and will be reviewed within 12 months if not updated prior to that.

Contact information and further advice

If you have any questions about the way in which we process personal information, 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 and in British Sign Language through [contactSCOTLAND-BSL](#).)

Email: 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
24/05/2018	1.0	
06/08/2020	2.0	Privacy Notice updated to include reference to processing personal data for the purposes of ordering an educational resource pack. To include reference to the Data Protection Act 2018 and the definition of special category data. To include changes to the section on “The legal basis for processing” and the section on “Your rights” to reflect the legal basis for processing. To include reference to the right to make a complaint to the ICO and minor formatting changes.