

PRIVACY NOTICE – Housing, Customer & Building Services – Council Tenants/Tenancies

This notice is provided for clarification on what information the council needs in order to process information regarding our council housing tenants. This will enable the Council to fulfil the landlord function in the management of tenancies, processing any repairs or inspections required and take account of the views of tenant's organisations and individual tenants on proposals and the nature/content of such proposals.

This information is required by the council in order to carry out its duties in accordance with The Housing Scotland Act (2001) and the signed Scottish Secure Tenancy Agreement or Occupancy Agreement.

West Lothian Council are authorised to gather, record and store data in order to secure, manage your tenancy and provide statistical information to the Scottish Housing Regulator and the Scottish Government as per Housing (Scotland) Act 2014.

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, [please click this link to see the contact details section on this form](#)
- b) We have a contractual obligation – To manage your housing, tenancy and rent account as your landlord
- c) We have a legal obligation – We have a legal obligation to process your information under the following legislation:
 - The Housing (Scotland) Act 2014
 - Housing (Scotland) Act 2010
 - Housing (Scotland) Act 2006
 - Housing (Scotland) Act 2001
 - Housing (Scotland) Act 1987 (as amended by The Housing (Scotland) Act 2001)
 - Housing (Scotland) Bill 2026
 - Investigation and Commencement of Repair (Scotland) Regulations 2026

- d) We need it to perform a public task- We are processing your information as part of our public task as a local authority and to manage your housing, tenancy, repairs, inspections and rent account as your landlord.

Most of the personal information we process is provided to us directly. We also receive personal information indirectly.

WE COLLECT	FROM	FOR
Your Name	You Directly	To identify you
Your Address	You Directly	To identify you
Your Contact Information	You Directly	To contact you
Your Date of Birth	You Directly	To identify you
Details of your enquiry	You Directly	To contact you and to assist you
National Insurance Number	You Directly	To identify you
Your Financial Information	You Directly	To process payments, grants or benefits
Your Medical Information	You Directly	To determine support needs
Details of your Household	You Directly	To ensure that the occupancy is legal and determine some benefits and to fulfil legal obligations like assignation or succession
Disability, Equality and Demographic Information	You Directly	To determine support needs

HOW LONG DO WE KEEP YOUR INFORMATION AND WHO WILL WE SHARE IT WITH?

WE COLLECT	WILL BE KEPT FOR	WE WILL SHARE IT WITH
Your Name Your Address Your Contact Information Your Date of Birth Your National Insurance Number	The council will only keep your information for as long as necessary but no longer than for the duration of the tenancy plus 20 years.	Police Scotland (On formal request, or suspicion of criminal activity) Department of Work & Pensions Debt Recovery Agencies including Sheriff Officer Sub-Contractors completing repairs Third party support agencies e.g. Woman's Aid
Details of your enquiry Your Financial Information Your Medical Information Details of your Household Disability, Equality and Demographic Information	The council will only keep your information for as long as necessary but no longer than for the duration of the tenancy plus 20 years.	Police Scotland (On formal request) Department of Work & Pensions

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 certain 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 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, [please click this link to see the contact details section on this form](#)

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to manage your tenancy and provide you with housing services.

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.

OUR CONTACT DETAILS

Name:	HCBS Information Team
Address:	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF
Phone number:	01506 280000
Email:	HCBS_InformationRequest@westlothian.gov.uk
Name:	HCBS Information Team

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 1113