

Your information: Resident Annual Permit

Scottish Borders Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Our head office is located at Newtown St Boswells, Melrose TD6 0SA. You can contact us on 0300 100 1800 or CustomerAdvice@scotborders.gov.uk

Data Protection Officer

The Council's Data Protection Officer can be contacted using the contact details for the Council as set out above or by email at dataprotection@scotborders.gov.uk

How we will use your information

We will use your information to process your application for a parking permit under the Scottish Borders Council's Off-Street Traffic Regulation Order made under Traffic Regulation Act 1984.

The information you have provided will be retained for a maximum of one year or for the length of time that the permit is valid, whichever is longer.

Who we may share your information with

Your information will be accessed by Council staff who need to use it in order to provide the service described above. Your information will not be shared with any organisation or department but may be analysed internally in order to provide management information, inform service delivery reform and similar purposes to meet our duty to achieve best value and continuous service improvement.

The Council is legally obliged to safeguard public funds so details will be checked internally for fraud prevention and verification purposes and may be shared with other public bodies for the same purpose.

Decision-Making

The Council does not use profiling or automated decision-making processes. Some processes are semi-automated (such as anti-fraud data matching) but a human decision maker will always be involved before any decision is reached in relation to you

Third Party Information

If you have provided anyone else's details to us, please make sure that you have told them that you have given their information to Scottish Borders Council. We will only use this information as part of the assessment of your need for services and to contact them in connection with delivery of any such services. If they want any more information on how we will use their information they can visit our web site at <http://www.scotborders.gov.uk/privacystatement> or by email dataprotection@scotborders.gov.uk

Your rights

For information on the rights you have over your personal data, please visit our website <http://www.scotborders.gov.uk/DPYourRights> or if you would like a hard copy of this information, please contact us using the contact details provided above.

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at dataprotection@scotborders.gov.uk or by telephone on 0300 100 1800.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office (ICO), who can be contacted by post at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

You can contact the ICO by phone on 0303 123 1113 or visit their website for more information at- <https://ico.org.uk/concerns>

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at <http://www.scotborders.gov.uk/complaints>

