

## Privacy Notice: People who contact us with an enquiry, comment or complaint

FOR: People who contact  
us

Version 1.0  
May 2018

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### Who is SCRA and what is this notice for?

The Scottish Children's Reporter Administration (SCRA) is a national organisation focused on children and young people most at risk. SCRA has been in operation since 1st April 1996. Our main responsibilities are set out in the Local Government (Scotland) Act 1994 and are:

- To facilitate the work of Children's Reporters,
- To deploy and manage staff to carry out that work,
- To provide suitable accommodation for Children's Hearings.

SCRA is part of the Children's Hearings System. It aims to be a safety net for vulnerable children and young people, deliver solutions which meet the needs of the individuals involved, and to help to build stronger families and safer communities.

SCRA is a Data Controller, as defined in data protection law. SCRA's head office is at Ochil House, Springkerse Business Park, Stirling, FK7 7XE and it has various office locations throughout Scotland. Please see our [website](#) for further details.

Our Data Protection Officer can be contacted at [Inforequest@scra.gov.uk](mailto:Inforequest@scra.gov.uk) or on 0131 244 7202.

This privacy notice is about the personal information we process about you when you contact us via our websites – [www.scra.gov.uk](http://www.scra.gov.uk) and [www.standupforsiblings.co.uk](http://www.standupforsiblings.co.uk), by email or letter. It explains what personal information we hold, why we hold it, and what we do with it. It also explains where to find out more about your rights under data protection law.

SCRA is committed to ensuring all personal information is processed in accordance with data protection law. Please see our Data Protection Policy for further information.

### Why do we need to process your personal information?

We need to process your personal information in order to respond to your enquiry, comment or complaint. This is in line with the delivery of our public functions and when handling complaints, the [SPSO Act 2002](#).

We process personal information either because it is necessary for us to carry out our official duties laid down by law or it is necessary to comply with our statutory obligations under the [SPSO Act 2002](#). For further details of the legal framework in which we operate, please see our [website](#).

## **What will we do with your information?**

If you contact us with an enquiry, comment or complaint, we will use your information to respond to you and to check on the level of service we provide.

We will compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

When you submit a complaint, we usually have to disclose the complainant's identity to whoever the complaint is about. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis. Please see our Complaints Handling Procedure for further information.

## **Who has access to your personal information?**

The following SCRA employees will have access to your personal information:

- Communications staff
- Staff who are best placed to respond to your enquiry, comment or complaint

If you contact us via one of our websites, our website host will have access to the personal information you have provided. We have a Data Processing Contract in place with the website host to set out the responsibilities of the host in keeping your information safe.

## **Who will we share your personal information with?**

If a complaint has been made to the Scottish Public Services Ombudsman (SPSO) in relation to our handling of a complaint, we will share details of the complaint and our response to it with the SPSO. SPSO will become a data controller for the information once it is shared with them. For details of SPSO's data protection policies, please visit their [website](#).

We will not share your personal information with anyone else.

## **How long will we hold your information?**

We retain personal information in line with data protection law. Once personal information is no longer needed, it is securely destroyed. Complaints records will be held for the current year + 5 years and general enquiries and comments will be retained for the current year + 3 years, in line with our [Records Management Policy and Retention Schedule](#).

## **What are your rights?**

One of the key objectives of data protection law is to protect and strengthen your rights as data subjects in respect of the processing of your personal data.

Data protection law provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification



4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. The right to not be evaluated on the basis of automated processing

Further information in relation to each right, including how to exercise these rights and where exemptions may apply can be found in the [Guide to Data Subjects Rights](#).

### **What can you do if you are unhappy with the way we process your information?**

If you are unhappy with the way we process your information, please speak to our Data Protection Officer.

The Data Protection Officer can be contacted at [inforequest@scra.gov.uk](mailto:inforequest@scra.gov.uk) and on 0131 244 7202.

You can also write to them at Ochil House, Springkerse Business Park, Stirling, FK7 7XE.

If you remain unhappy with the way we process your information you can also complain to the Information Commissioner's Office at the contact details below:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

