

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

For: People who contact us

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Who is SCRA and what is this privacy notice for?

The Scottish Children's Reporter Administration (SCRA) is a national organisation focused on the most at risk children and young people in our society. SCRA has been in operation since 1st April 1996. Our main responsibilities are set out in the [Children's Hearings \(Scotland\) Act 2011](#) and include:

- 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. Our Data Protection Officer can be contacted at Inforequest@scra.gov.uk or on 0131 244 7202.

This privacy notice lets you know what we will do with the personal information we process about you when you contact us with an enquiry, comment or complaint. SCRA is committed to ensuring all personal information is processed in accordance with data protection law.

Purpose and lawful basis for processing

We need to process your personal information in order to respond to your enquiry, comment or complaint.

We process personal information regarding your enquiry, comment or complaint either because it is necessary to comply with our statutory obligations under the [Children's Hearings \(Scotland\) Act 2011](#) (and related rules); and/or it is necessary for us to carry out our official duties laid down by law. 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 may 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 will have access to your personal information:

- Communications staff within the SCRA
- Staff who are best placed to respond to your enquiry, comment or complaint within the SCRA
- We may also share your personal information with Children's Hearing Scotland (CHS). For example, if your complaint concerns a panel member.

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 with the SPSO. The 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 only share your personal information with anyone else if a lawful basis to do so is identified.


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 [Record of Processing Activities](#).

What are your rights?

One of the key objectives of data protection law is to protect and strengthen the rights of individuals in how their personal information is used.

Under data protection law, you have rights including:

- **The right to be informed** – You have the right to be informed about the collection and use of your personal data unless an exception applies.
 - **The right of access** - You have the right to ask us for copies of your personal information.
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- **The 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.
- **The right to restrict processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **The right to object** - You have the right to object to the processing of your personal information in certain circumstances.
- **The right to not be evaluated on the basis of automated processing** – You have the right not to be subject to a decision based solely on automated processing, including profiling, that produces legal effects which concern you.

Information on all of your rights, including how you can exercise these rights and where exemptions may apply can be found on the Information Commissioner's Office [website](#).

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 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

