

## PRIVACY NOTICE – ROUTES OUT

### Who we are:

Community Safety Glasgow (“CSG”) is a company limited by guarantee, incorporated in Scotland with Company Number SC130604, a registered Scottish Charity (Charity Number SCO17889), and having its registered office at Eastgate, 727 London Road, Glasgow G40 3AQ. You can contact our data protection officer by post at City Chambers, George Square, Glasgow G2 1DU, or by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk), or by telephone - 0141 287 1055.

### Why do we need your personal information and what do we do with it?

You are giving us your personal information to enable us to offer you support from our Routes Out Service. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

### Legal basis for using your information:

We offer this service to you as part of our wider public function as a provider of community safety services in Glasgow. You can find more details on the role of CSG on our website at [www.communitysafetyglasgow.org](http://www.communitysafetyglasgow.org)

Where you elect to use this service, processing your personal information is necessary for the performance of a public task carried out in the public interest by CSG. We also need to process more sensitive personal information about you in order to provide you with confidential counselling, advice and support as set out in the Data Protection Act 2018.

### Who do we share your information with?

We are 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 such as Glasgow City Council for the same purpose.

We are legally obliged to share certain data with other public bodies such as Police Scotland and the Crown Office and Procurator Fiscal Office and will do so where the law requires this; we will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and proportionate.

The information we hold about you may also be shared with health and social care services as part of our obligations towards the safeguarding of adults and children at risk of harm.

Information is also shared with CSG’s two trading subsidiaries, and analysed internally in order to provide management information, inform service delivery reform and similar purposes. Statistics that cannot identify individuals may be published or shared with other agencies or individuals.

### How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at <http://www.communitysafetyglasgow.org/corporate/our-publications/> or you can request a hard copy from the contact address stated above.

**Your rights under data protection law:**

- **Access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **Correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information** – you have the right to ask us to delete personal information about you where:
  - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
  - II. you have a genuine objection to our use of your personal information – see *Objecting to how we may use your information* below
  - III. our use of your personal information is contrary to law or our other legal obligations.

**Objecting to how we may use your information** – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

**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 that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that 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 as stated above if you wish to exercise any of these rights.

**Complaints:**

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 our Data Protection Officer by email at [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk) or by telephone on 0141 287 1055.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

Please note if your complaint is not about a data protection matter and concerns matters of service standards, service failures or staff conduct, you can find details of how to make a complaint on our website at <http://www.communitysafetyglasgow.org/contact-us/making-a-complaint/> or by phoning 0141 276 7559.

**More information:**

For more details on how we process your personal information visit <http://www.communitysafetyglasgow.org/privacy-policy/> If you do not have access to the internet you can contact us via telephone to request hard copies of any of our documents.