



**From mountain to sea**

## Privacy Notice – Live Life Aberdeenshire, Contact Us

The Data Controller of the information being collected is Aberdeenshire Council.

The Data Protection Officer can be contacted at Town House, 34 Low Street, Banff, AB45 1AY.

Email: [dataprotection@aberdeenshire.gov.uk](mailto:dataprotection@aberdeenshire.gov.uk)

Your information is being collected to use for the following purposes:

This privacy notice concerns the processing of personal data that is necessary for the purposes of responding to customer enquiries. When a Contact Us form is submitted, we collect the following personal information:

- Name, membership number and contact details (email, mobile and landline phone numbers), preferred contact method and the customer’s enquiry detail.

We collect this information to allow us to understand customer’s enquiry and then to communicate feedback back to the customer.

Your information is:

Being collected by Aberdeenshire Council

The Legal Basis for collecting the information is:

Personal Data		Special categories of personal data	
Task carried out in the Public Interest	X	Processing is necessary for reasons of substantial public interest	X



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- To provide support, advice and deliver services to customers at first point of contact
- To create record of customer requests for audit purposes, and provide history of feedback delivered to customers.
- Liaising within Live Life Aberdeenshire and council colleagues as required.
- General communication with customers

Where the Legal Basis for processing is either Performance of a Contract or Legal Obligation, please note the following consequences of failure to provide the information:

*“Not applicable”.*

Your information will be shared with the following recipients or categories of recipient:

*The information will be administered by the LLA Contact Us Team and where required shared with service areas within Live Life Aberdeenshire and other colleagues within Aberdeenshire council.*

Your information will be transferred to or stored in the following countries and the following safeguards are in place:

*“Not applicable”*



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The retention period for the data is:

*12 months*

The following automated decision-making, including profiling, will be undertaken:

*"Not applicable".*

Please note that you have the following rights:

- to withdraw consent at any time, where the Legal Basis specified above is Consent;
- to lodge a complaint with the Information Commissioner's Office (after raising the issue with the Data Protection Officer first);
- to request access to your personal data;
- to object, where the legal basis specified above is:
  - (i) Performance of a Public Task; or
  - (ii) Legitimate Interests.
- to data portability, where the legal basis specified above is:
  - (i) Consent; or
  - (ii) Performance of a Contract;
- to request rectification or erasure of your personal data, as so far as the legislation permit