

## **Privacy Notice for data received from Advice Direct Scotland**

Consumer Scotland was established under the Consumer Scotland Act 2020, and we are based at Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD. You can contact our Data Protection Officer by post at this address or by email to [corporateservices@consumer.scot](mailto:corporateservices@consumer.scot)

### Privacy Policy

#### What we do with information we collect

We collect information from Advice Direct Scotland that has been provided by customers accessing the [consumeradvice.scot](http://consumeradvice.scot), [energyadvice.scot](http://energyadvice.scot), [postaladvice.scot](http://postaladvice.scot). The information shared with Consumer Scotland may include:

- The specific enquiry details and circumstances (this depends on circumstances and issues on which advice is sought. This may include Special Category data, if relevant to the case).
- Details of the trader.
- The content of emails or web chat between the customer and ADS.
- Any notes or comments made on an enquiry by advisors.

We use this information as part of our evidence base to understand consumer issues and conduct advocacy work to improve outcomes for current and future consumers. Irrelevant personal data will be redacted, with Consumer Scotland only retaining enquiry details, trader details, email content, relevant notes and comments, and removing all reference to consumer names, contact details, etc.

#### Lawful basis for processing

We process your personal information because:

- processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law (Consumer Scotland Act 2020).

#### How long do we keep your personal data

Personal data will be redacted at the earliest opportunity by Consumer Scotland.

Records containing redacted information will be retained for up to 2 years in line with the retention period observed by Advice Direct Scotland.

Records containing generic categorised data related to an enquiry will be retained for a maximum of 5 years.

#### Who do we share your information with

Your information will be accessed by our staff who can demonstrate a need to do so. We will redact personal data at the earliest opportunity and will not share this information with third parties.

In general we do not transfer personal data outside either the UK or the European Economic Area (EEA) and on the rare occasions when we do so we will inform you. We will only transfer data outside the UK and the EEA when we are satisfied that the party which will handle the data and the country we are processing it in will provide adequate safeguards for personal data.

### Your data protection rights

Data protection law gives you certain rights that you may exercise in respect of your own personal information:

- you have a right to request a copy of personal information we hold about you.
- you have the right to ask us to update our records if you believe that the data we hold is inaccurate or incomplete.
- you have the right to ask us to erase your personal information in. There may however be some circumstances in which we cannot comply. Such as, if we have a legal duty to keep data, or we process it in a particular way
- you have the right to ask that we stop or restrict the processing of your information in certain circumstances
- you have the right to object to processing.

We have 1 month to respond to you. Please contact us at [corporateservices@consumer.scot](mailto:corporateservices@consumer.scot) if you wish to make a request.

You can find out more about your rights by visiting [Your data matters | ICO](#)

### Your right to complain

If you have concerns about how we handle your personal data, please contact our Data Protection Officer in the first instance at [corporateservices@consumer.scot](mailto:corporateservices@consumer.scot) who will look into the concerns you have raised and respond to you.

If you are not satisfied with our DPO's response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). The ICO are the supervisory authority responsible for data protection in the UK.

You can contact the Information Commissioner at:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire

SK9 5AF

Tel: 08456 30 60 60

More information is available on the [Information Commissioner's website](#). You can also report any concerns via the [Information Commissioner Officer's website](#).

#### Changes to this privacy notice

We keep our privacy notice under regular review to make sure it is up to date and accurate. If this privacy notice changes in any way, we will update this page.