

Privacy Statement for individuals with lived experience – Key facts

Why does Children's Hearings Scotland (CHS) collect information about me?

Under the Children's Hearings (Scotland) Act 2011, CHS are legally allowed to process your contact details and any contributions made when working with us. Any further information we process will be done only with your full consent. You can take back your consent at any time. **You can learn more about your rights [here](#).**

What personal data will CHS collect from me?

CHS may collect and store your name and contact details so we can get in touch with you.

Who looks after the personal data I provide to CHS?

CHS is ultimately responsible for ensuring the security of your data e.g. who sees it, where it goes, and when (and how) it is destroyed.

How will CHS protect any sensitive personal data I provide?

Information from special categories will have additional safeguards in place around it to protect your information, and to prevent unlawful discrimination. The special categories include race and ethnic origin, religion, sexual orientation, physical health, mental health, trade union membership, political opinions or affiliation, and biometrics (fingerprints, for example).

Will CHS collect any images, videos, or attributable quotes during my work with them?

With your informed consent, we may collect images, videos or attributable quotes during your work with us, but we never collect or hold any images or videos of you without asking your permission first.

Will other organisations give CHS information about me?

We do not receive information on individuals with lived experience from any third parties. The only personal information we will hold is the information you give us yourself if you are working with us.

Will my personal data be shared with any IT providers?

Contact details which we store are shared with IT and Communications service providers including Microsoft Office 365, who have a Privacy Shield ensuring UK and EU regulations which protect your personal data are followed.

Does CHS share my personal data with any other organisations?

CHS will not share your personal information with any external partners without speaking to you first and obtaining your consent to do so. All of CHS's partners and processing agencies are carefully vetted to ensure that they are compliant with the General Data Protection Regulation (GDPR).

How long will CHS hold my personal data for?

CHS only hold your information for as long as it is needed. Most of your data will be destroyed – see the full privacy statement for more information about this.

You can view the full privacy statement for individuals with lived experience working with CHS [here](#).

Further Information

Data Protection Officer

If you would like further information on how we handle personal data, to ask a question, or share a concern about how your data is handled, you can contact our Data Protection Officer.

Danielle Metcalfe
information@chs.gov.scot

T: (0131) 244 3696

3rd Floor

Thistle House

91 Haymarket Terrace

Edinburgh

EH12 5HE

Information Commissioner's Office (ICO)

If you feel that CHS has mishandled your information to an extent that cannot be adequately investigated or resolved 'in house' you can always contact the Information Commissioner directly.

To report the organisation, or register a concern about how your data has been managed, you can use the ICO's web forms: <https://ico.org.uk/concerns/>

For advice on data protection and your rights, you can send all queries to:

Information Access Team

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Or email them at: accessinformation@ico.org.uk