

## Privacy Statement for individuals with lived experience

This privacy notice tells you what Children's Hearings Scotland (CHS) does with the data you provide. We do not receive information on individuals with lived experience from any third parties. This means that the only personal information we will hold is the information you give us yourself, if you are working with us. **If you would like to access our easy to read 'Key Facts' version of this Privacy Statement you can find it [here](#).**

### Some Key Phrases

**Personal Data:** this is any piece of data that either by itself or when taken with another piece of data makes you identifiable. It can be in any format.

**Data Controller:** this is the organisation or authority that takes ultimate responsibility for the data you provide. They can ask other parties to help process it, but they are responsible for ensuring that it is securely and properly managed.

**Data Processor:** this is any third party or agency that is brought in to process data on behalf of the Data Controller.

**Data Subject:** this is you, the person that the data is about.

## 1. Who is the Data Controller?

Children's Hearings Scotland (CHS) is the Data Controller for the information we hold about you. This means that once you have provided us with the information listed in the next section, CHS is ultimately responsible for ensuring its security, who sees it, where it goes, and when (and how) it is destroyed. Where you see "we," or "us," it refers to CHS as the Data Controller.

## 2. What information do we collect from you?

As part of any work carried out with CHS, we will collect and store your name and contact details so we can get in touch with you. We will also collect any contributions you make to ongoing work or projects with CHS, and may collect images, videos or attributable quotes with your informed consent. We will never collect or hold any images or videos of you without asking your permission first.

### Special Categories of data

As part of your conversations with CHS you may choose to share sensitive personal details. Some types of sensitive information are referred to as 'special categories,' and include the following:

- Race and ethnic origin
- Religion
- Sexual orientation
- Physical health
- Mental health
- Trade union membership
- Political opinions or affiliation
- Biometrics (fingerprints, for example)

When we are provided with this information we make sure that additional safeguards are put in place to protect your information, and to prevent unlawful discrimination. Under data protection law you have particular rights concerning the processing of your personal data. You can find out more in our 'Your Rights' document, available [here](#).

### 3. Why do we collect this data, and what do we do with it?

CHS has to have a legal basis for processing your information. We will process your contact details and contributions to group development as part of our public task under the Children's Hearings (Scotland) Act 2011. Any further information we process will be done only with your full consent, which you can take back at any time.

### 4. Who do we share this information with?

**We share your information with IT and Communications service providers. This is so we can contact you when required**

CHS uses Microsoft Office 365 for email communications. This is because Microsoft complies with the [Privacy Shield](#) framework, a certification programme that ensures that participants based in the United States (and all of their subsidiary and partner businesses) are following UK and EU regulations when it comes to the security of personal data. When we enter your email address, we are in effect sharing your data.

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).

### 5. How long do we keep hold of your information?

We only keep information for as long as it is needed. For the majority of your data, this means that we destroy it after a specific period of time. There are some pieces of

information that we must keep permanently, for either business continuity or historical value.

Your contact details will be kept for one year after CHS's last contact with you and then destroyed. Materials collected or created for group development will be kept in line with CHS's Retention and Disposal Schedule that shows exactly how long we can keep different types of information. This document also explains how we destroy different types of information, and the reason for processing the information in this way. To read this, please [click here](#).

If you would like to discuss this, or would like to know more about our records retention schedule, please email us at [information@chs.gov.scot](mailto:information@chs.gov.scot).

## 6. 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.

Sophie-Elise Anker  
[information@chs.gov.scot](mailto:information@chs.gov.scot)  
T: (0131) 244 3696  
3<sup>rd</sup> 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](mailto:accessinformation@ico.org.uk)