

How your personal Information is used by Road Services.

Here at Midlothian Council, we take your privacy seriously. Under the Data Protection Act 2018, you have a right to know how we collect, use and share your personal data.

This privacy notice explains the information we need in order to carry out Road Services. This activity is part of Commercial Services provided by Midlothian Council.

Our Privacy Promise

We promise to collect, process, store and share your data safely and securely.

What lets us collect your information?

If we work with you we will be acting under some, or all, of the legislation noted below:

- Roads (Scotland) Act 1984
- New Roads and Street works Act 1991
- Transport (Scotland) Act 2005
- Road Traffic Regulation Act 1984
- Road Traffic Act 1988
- Disabled parking places (Scotland) Act 2009
- Scottish Public Services Ombudsman Act 2002
- Flood Risk Management Act 2009
- Local Government (Scotland) Act 1973
- Local Government (Scotland) Act 1975
- Local Government etc. (Scotland) Act 1994

What kinds of personal data do we collect?

The personal data we collect might include your **name, address, telephone number and email address or other information that identifies you**. If necessary, we might also collect what is called 'special category' data – that is, sensitive information such as medical/health information.

How do we collect your personal data?

We collect your personal data in many different ways. You might give us your personal data yourself, by entering your information in a form on the Council website or by contacting a Council officer in person, in writing or over the phone. We might also receive your personal data from other agencies or local authorities. If we share information regularly with another organisation, the conditions for sharing your personal data are set out in an Information Sharing Agreement.

How do we use your personal data?

We use your personal information to verify your identity where required. The information we collect is used to provide numerous services such as permits and consents to carry out road activities and road works and the provision of disabled parking places. This includes the processing of temporary traffic regulation orders, permit applications allowing the use of publicly adopted areas for example, skips, cranes, scaffolding and road occupations etc.

Why do we share your personal data?

Road Services will only share information where there is a statutory obligation to do so.

With whom do we share your personal data?

If necessary, we might share your personal data with other agencies and authorities, depending on the service being provided. We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

The external bodies with whom we share Road permit and Road Insurance claim information might include (organisations with a star are mandatory):

- *Government bodies such as Transport Scotland
- *Public Utility Companies which have a statutory obligation to use the Scottish Road Works Register
- *External Claims handlers
- *External Solicitors

Personal data is also shared between Midlothian Council services, including Schools.

How long do we keep your personal data?

Your personal data is kept in line with Midlothian Council's Retention Schedule. The retention schedule sets out the kinds of information the Council creates and uses, how long it should be kept, and what should be done with it at the end of its 'life'. To access our retention schedule please click [here](#)

Further Information

You can find out more about how we use your information to detect and prevent fraud or crime, information collected through our website, recorded telephone calls, CCTV, the rights you have under the Data Protection Act, and how to contact us by referring to the overarching Midlothian Privacy Policy.