

How your personal Information is used by our Contact Centre

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.

Midlothian Council's Contact Centre acts as a data handler for council services. To view privacy notices for specific service areas and to find out more about the recording of telephone calls, please visit our overarching privacy notice www.midlothian.gov.uk/privacy

Our Privacy Promise

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