

How your personal Information is used by Digital 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 Digital / Information Technology services. This activity is part of Finance and Integrated Service Support 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?

As an enabling service, Digital Services supports many of the business areas of the Council with which you may deal with directly. Therefore the lawful basis for processing the information will be determined by why these other departments need to process your information. The privacy notices for these other service areas are available on our website [Midlothian Privacy Notice](#).

What kinds of personal data do we collect?

The personal data we process might include your **name, date of birth, address, National Insurance number, 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?

Digital Services will use your personal data to support the work of the other departments and teams within the Council which provide services directly to citizens, clients and other users. We will do this by providing email services, telephony, computer storage for files, hosting of business applications and on-line data gathering of personal data all in a secure way. Digital Services does not, in and of itself, collect personal data for its own purposes.

Why do we share your personal data?

Where a Council service has a requirement to share personal data with a third party, Digital Services will ensure the technology employed to do so is secure and safe.

With whom do we share your personal data?

Please refer to the Privacy Notices of departments providing front line services for detailed information about other organisations with whom personal information might be shared. You can find a list of departments under our [Midlothian Privacy Notice](#).

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

Third party organisations which process personal information on our behalf include:

- Microsoft
- Seemis
- Mosaic
- Legend
- OpenText
- Capita

These organisations sign up to data processing agreements with Midlothian Council to ensure all personal information is processed in line with Data Protection Act 2018 requirements.

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'.

[Our Retention Schedule](#)

Further Information

You can also 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 Notice](#).

Microsoft 365 Guest Access

For access and use of Midlothian Council's Microsoft 365 ("M365") Guest Access please refer to the [Terms of Use Policy for M365 Guest Access](#).

Microsoft 365 Teams Meetings Recording and Transcription Privacy Notice

You can find out more about how we use your information for recording and transcription for M365 Teams Meetings by referring to the Privacy Notice for [M365 Teams Meetings for recording and transcription](#).