

How your personal Information is used by Property Maintenance 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 Property Maintenance Services. This activity is part of Property and Facilities Management 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:

- Housing (Scotland) Act 2006
- Social Work (Scotland) Act 1968
- Local Government (Scotland) Act 1973
- Local Government (Scotland) Act 1975
- Local Government etc. (Scotland) Act 1994

We collect information to meet our obligations as your landlord and to provide you with services which you are entitled to and to ensure adequate and appropriate housing within the Council area.

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 may include data such as health and medical 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.

Data may be collected from Council tenants, Private Landlords, internal council departments and members of the public.

How do we use your personal data?

We use your personal information to provide and manage property improvements, maintenance and adaptation services to property owned by Midlothian Council or its associated grounds. This could include services such as arranging a housing repair, invoicing rechargeable and mutual home owner repairs, investigating complaints and requests, carrying out property inspections and social work adaptations.

Why do we share your personal data?

We share personal data with our contractors who are carrying out services on our behalf. For example, to arrange access if you have requested a repair. We may share information with our partners such as NHS and Police Scotland. We may also share with government departments, our regulators and auditors, with utility companies or with other organisations and agencies where we are legally allowed to do so. We may also need to share information with solicitors, estate and letting agents, landlords, Sheriff Officers, surveyors and valuers.

As a Local Authority landlord our performance is monitored by Audit Scotland and the Scottish Housing Regulator, to which we report our performance using anonymised statistical data.

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 information might include (organisations with a star are mandatory):

- Property Maintenance contractors carrying out repairs on behalf of the council
- Energy Savings Trust/Changeworks in relation to home energy Scotland Loans
- *NHS
- *Police Scotland
- *Scottish Fire and rescue Service

Personal data is also shared between Midlothian Council services.

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'.

[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 Policy.