

Privacy Notice

Contact Centre

Who are we?

The Skills Development Scotland Co Ltd (“SDS”, “we”, or “us”) is the national skills body supporting the people and businesses of Scotland to develop and apply their skills.

Contact Centre

The Contact Centre provides information on all SDS services for individuals, employers and Training Providers, through a variety of channels, including telephone, email and web chat.

Who is this Privacy Notice for?

This Privacy Notice provides information to any individual that has engaged with the Contact Centre and provided their personal data to us in the process of doing so.

What personal information do we collect and process?

- Information that you provide about you and your personal circumstances, either verbally or digitally. Contact centre enquires may be recorded for the below purposes.

How do we use your information?

	Type of personal information	How does SDS use your personal information?	Under what legal basis does SDS use your personal information?
1.	Personal information, Contact information.	To respond to your query and provide updates to you on this.	Fair and lawful because it is: <ul style="list-style-type: none"> necessary for the performance of a task carried out in the public interest
2.	Personal information, Contact information.	To share your information with specific external providers when you have asked us to do this	Fair and lawful because it is: <ul style="list-style-type: none"> necessary for the performance of a task carried out in the public interest

3.	Personal information, Special category information (e.g. ethnicity, disability, sexual orientation)	To carry out equalities monitoring and to ensure we meet our Equality Act 2010 obligations	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for SDS to comply with its legal obligations • necessary for reasons of substantial public interest
4.	Contact information.	To contact you to carry out surveys / questionnaires, so that we can continually evaluate and improve our services	Fair and lawful because it is: <ul style="list-style-type: none"> • necessary for reasons of the public interest • necessary for reasons of substantial public interest

When might we share your information?

The information collected shall be held by us or on our behalf and may be passed by us to other public bodies concerned with one or more of the following:

- economic development
- skills development
- awards for vocational qualifications
- maintaining educational standards
- the provision of other public services or benefits
- our internal/external auditors in each case, to the extent required to fulfil their respective public functions

Information provided may also be shared with a relevant Training Provider, when you have requested that this happens, as and when relevant to your enquiry.

How do we protect your information?

Skills Development Scotland maintain a high standard of both physical and network security designed to protect paper or electronic forms of storage to hold and process your personal information.

Information that we hold about you will be subject to rigorous safeguards to ensure that it isn't accessed or disclosed inappropriately. We also take steps to ensure that your information is not damaged or rendered unavailable to those who have a right to see it.

To meet confidentiality requirements for our customers, stakeholders, and staff, Skills Development Scotland has Confidentiality, Data Protection, and Information Technology Notices in place and we ensure that staff are fully aware of these and the

associated guidance in relation to your personal information. These also apply when we dispose of paper records and delete electronic information in ways that ensure that your information cannot be recreated.

How long do we store your information?

- Recordings of calls to the Contact Centre will be held for 130 days.
- Data provided through the Contact Centre will be held for 3 years for the purpose of responding to your query, responding to any future queries you may make and continuously improving our services.

If you require any further detail or clarification on how long we will keep your personal information for and our reason for doing so, please feel free to get in touch with us through the contact information provided in the contact section below.

Your Rights

Under Data Protection legislation – including UK GDPR and Data Protection Act 2018 - you have a number of rights in relation to how your personal information is processed.

If you wish to find out what these rights are, please see www.sds.co.uk/privacy and get in touch with DPO@sds.co.uk if you wish to find out more information or enact one of those rights.

Updating Information

Please let us know if the personal information which we hold about needs to be corrected or updated.

Notice Amendments

We may update this privacy notice by posting a new version on the website and, where appropriate, we will notify you by email. Please check back frequently to see any updates or changes.

Data Controller

The data controller responsible in respect of the information collected is The Skills Development Scotland Co. Limited, which is notified to the Information Commissioner as a data controller with registration number Z1445093.

If you remain dissatisfied with our response following any review related to a request you have made regarding your personal data, you are entitled to appeal to the Information Commissioner. Such an application should be sent to the following address:

Information Commissioners Office

Wycliffe House, Water Lane, Wilmslow SK9 5AF

Phone: 0303 123 1113

Website: ico.org.uk/

Contact

If you wish to get in touch regarding any queries about your rights, or for any other matter, please contact the Data Protection team at DPO@sds.co.uk