

Privacy Notice for Service Providers & Suppliers Who Are Sole Traders: Dumfries and Galloway Citizens Advice Service

Introduction

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018) ('Data Protection Law'), you have a right to be informed about the collection and use of your personal data. This notice sets out your rights and provides you with the information that you need to exercise those rights.

We will provide data privacy information to you at the time that we collect your personal data from you.

We will provide the information in a way that is concise, transparent, intelligible, easily accessible and uses clear and plain language.

On many occasions we work with sole traders within Dumfries & Galloway and beyond, to purchase goods & services from them. Sole traders therefore have a valuable input to our Service in areas such as staff & volunteer training, building maintenance, professional services, among others.

Our purposes and lawful bases for processing your personal data

Dumfries and Galloway Citizens Advice Service needs to keep and process information about you to enable us to access your services and goods as a service provider, contractor, or tradesperson. The information that we hold and process will be used for the purposes of purchasing your services or goods only. We will keep and use it to enable us to run the Service and manage our relationship with you effectively, lawfully and appropriately, during the time when we engage with you to provide us with services or goods, and for a period of time afterwards. The legal basis that we will use to keep your personal details will be for the processing of a contract into which we have entered with you, to meet our legal obligations, and to pursue the legitimate interests of the Service (for example to maintain our premises, provide training for staff & volunteers, or for administrative purposes), and to protect our legal position in the event of legal proceedings.

The types of personal data we process and how we collect it

Much of the information that we hold will have been provided by you or will be freely available on your websites or advertisements. Some may come from other sources such as by referral from another one of your customers.

The sort of personal data we hold will include your email address and bank account details (which you will have supplied to us for the purposes of paying you). These details will be held securely on our accounts system, and secure electronic and paper filing systems.

Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

Retention periods for your personal data

We will keep your records for the following periods:

- Invoices - 7 years after the end of the financial year to which they relate
- Contact Details – 7 years from when we last engaged your services. If we make a decision not to engage your services again, we may keep these for a shorter period of time
- Guarantees – for the lifetime of the guarantee provided
- Quotes – until the work is complete/goods are supplied and invoice has been paid
- Records of accidents or near misses – for 3 years in general but for 40 years if exposed to a hazardous substance

Who your information will be shared with

We rely on trusted third parties to support our operations. These third parties include, but are not limited to, the following agencies:

- Signable – for the purposes of signing documents in their role as data processors
- SAGE – for the processing of accounts
- Our financial auditors
- Citizens Advice Scotland for the purposes of audit (in order to comply with SACAB membership conditions)
- Bank of Scotland – for the purposes of paying you
- With our solicitors, insurers, or other representatives to protect our interests as customers where necessary

Other than for the purposes outlined above, we will only disclose information about you to third parties if we are legally obliged to do so, where we need to comply with our contractual duties to you or with your explicit consent.

Your rights in relation to the processing of your personal information

Under Data Protection Law, you have a number of legal rights with regard to your personal data. These rights are as follows:

- **right to request access to your personal information** - you can request a copy of the personal information we hold on you;
- **right to request correction of your personal information** - if any personal information we hold on you is incorrect, you can request to have it corrected;
- **right to request erasure of your personal information** - you can ask us to delete your personal information in certain circumstances;
- **right to object to processing or restrict processing of your personal information** - you may object to our processing of your personal data in certain circumstances;
- **right to request the transfer of your personal information** - to provide you, or a third party you have chosen, with your personal information;
- **right not to be subject to automated-decision making and profiling**, and
- **right to withdraw consent** – where we process your data on the basis of consent, you can notify us that you want to withdraw consent any time.

If you would like to exercise any of these rights, please contact our Corporate Services Manager as detailed at the bottom of this document.

Complaints

You have a right to make a complaint if you are unhappy about the way that your personal data has been processed. You may do this in writing, using our Complaints form - [Complaints Procedures | Dumfries and Galloway Citizens Advice Service](#), by email, by telephone or in person. You should contact the Data Controller as detailed in the section below.

So we can help you with your complaint, we need to know:

- your name
- how we can get in touch with you - email, phone or address
- details of the complaint

We shall acknowledge your complaint within 30 days of receipt and will then use the information you give us to deal with your complaint. We will only access your information for other reasons if we really need to - for example:

- for training and quality purposes (your personal data will be anonymised)
- to include anonymised complaint statistics in internal reports

If you escalate your complaint to an external independent adjudicator, we'll share your complaint information with them and we may share information with our legal advisors, if necessary. If your complaint involves an actual or potential insurance claim, we will share details of your complaint with our insurers.

Dumfries and Galloway Citizens Advice Service, Scottish National Standards for Information & Advice Type III Accredited.
Scottish Charity Number SC027107 Dumfries & Galloway Citizens Advice Service is a limited by Guarantee No. 179254
Registered office at 109 Irish Street Dumfries DG1 2NP

We keep your complaint information for 7 years. If your case has been subject to a serious complaint, insurance claim or other dispute we keep the data for 16 years.

Information Commissioner's Office

You also have a right to complain to the Information Commissioner's Office (ICO) by post at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
Email: casework@ico.org.uk Telephone: 0303 123 1113

Identity and contact details of the data controller and the data protection officer

Dumfries and Galloway Citizens Advice Service is the controller and processor of data for the purposes of the GDPR and the DPA 2018.

Corporate Service Manager

info@dagcas.org

Dumfries and Galloway Citizens Advice Service

109 Irish Street

Dumfries

DG1 2NP