Privacy notice – Quality of education provision

Data Controller

Scottish Borders Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Our head office is located at Newtown St Boswells, Melrose TD6 0SA. You can contact us on 0300 100 1800 or customeradvice@scotborders.gov.uk.

Data Protection Officer

The Council's Data Protection Officer can be contacted using the contact details for the Council as set out above or by email at dataprotection@scotborders.gov.uk

How we will use your information

We will use your information to evaluate and improve the quality of provision across all schools and settings. The council will review the answers provided and if we require any further information from you, we will contact you. For example, if you are strongly dissatisfied with the quality of provision in a school or setting, we may seek to understand this more fully and would then use the contact details already held on file to discuss further and provide support where necessary.

The Council has a statutory duty to provide education and ensure it is of high quality. As such, we will collect and use your information under the performance of a task carried out in the public interest.

This is going to be an annual exercise. The personal information you have provided will be retained for one year. However, the other (anonymised) information may be retained for longer.

Who we may share your information with

Your information will be collected by management in Education, specifically Quality Improvement Officers and may be accessed by other Council staff who need to use it to provide the service described above.

Your personal information will not routinely be shared with third party organisations. Ad hoc sharing of personal information may occur where this is necessary and appropriate. For example, information may be shared with HM Inspectorate of Education (HMIE).

Your information (not personal information) may also be shared and analysed internally to provide management information, inform service delivery reform and similar purposes to meet our duty to achieve best value and continuous service improvement.

Your rights

You have the right to request access to any personal information held about you by the Council. You can also request that we restrict the use of your information or even object to any further processing. You can do this by contacting the Data Protection Officer using the contact details provided above. We will respond to your request within thirty calendar days.

For more information on your rights please visit our website http://www.scotborders.gov.uk/DPYourRights or if you would like a hard copy of this information, please contact us using the contact details provided above.

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at dataprotection@scotborders.gov.uk or by telephone on 0300 100 1800.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office (ICO), who can be contacted by post at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

You can contact the ICO by phone on 0303 123 1113 or visit their website for more information at- https://ico.org.uk/concerns

If your complaint is not about a data protection matter, you can find details on how to make a complaint on our website at http://www.scotborders.gov.uk/complaints