

## **SFC Privacy Notice – General Enquiries, Information Requests and Complaints**

### **8. General Enquiries, information requests and complaints**

Enquiries, information requests and complaints contain personal data of the enquirer as well as third parties in some circumstances. We will use this personal data in order to respond to the query, request or complaint.

NB: Any sensitive data within these requests which are not necessary for the purposes of responding to the query, request or complaint shall be redacted from our records.

#### **8.1. *General Enquiries***

A 'general enquiry' is considered to be any query sent to the organisation that is not part of an information request or complaint.

##### **8.1.1. *Purposes of processing***

SFC processes this personal data in order to adequately respond to enquiries and to advise the sector and wider public about our activities. We also process this information in order to identify trends in enquiries received by the organisation.

##### **8.1.2. *Legal basis for processing***

SFC carries out this data processing as it is necessary for the performance of a task carried out in the public interest (Article 6(1)(e) of the GDPR)

##### **8.1.3. *Recipients of the data***

The contents of general enquiries shall be shared with members of SFC staff in order to adequately respond to your request.

SFC uses third parties for some of its IT systems which are used to hold and process personal data.

#### **8.2. *Subject Access Requests***

A Subject Access Request is a request for your own personal data under the GDPR/DPA. SFC has a legal duty to respond to such requests in accordance with the law.

### **8.2.1. Purposes of processing**

SFC processes the information supplied in Subject Access Requests in order to respond to the request in line with legislative requirements including to confirm the identity of the requester. We also process this information in order to identify trends in enquiries received by the organisation.

### **8.2.2. Legal basis for processing**

SFC carries out this data processing as it is necessary for compliance with a legal obligation under the GDPR and DPA.

### **8.2.3. Recipients of the data**

Your data will be shared with relevant members of staff in the organisation as necessary for us to respond to your request.

If the personal data you have requested is processed by any third party providers on behalf of SFC, we will share the necessary data with those third parties in order to respond to the request.

We may also share subject access request information with the Information Commissioner's Office in the event of a complaint being made about the handling of the request.

SFC uses third parties for some of its IT systems which are used to hold and process personal data.

## **8.3. Freedom of Information Requests**

A Freedom of Information request is a request for information held by SFC under the Freedom of Information (Scotland) Act 2002 (FOISA) or the Environmental Information (Scotland) Regulation 2004 (EIRS). SFC has a legal duty to respond to such requests in accordance with the law.

### **8.3.1. Purposes of processing**

SFC processes the information supplied Freedom of Information requests in order to respond to the request in line with legislative requirements including verifying the validity of the request. We also process this information in order to identify trends in enquiries received by the organisation.

### **8.3.2. Legal basis for processing**

SFC carries out this data processing as it is necessary for compliance with legal obligations under FOISA and EIRS.

### **8.3.3. Recipients of the data**

Your data will be shared with relevant members of staff in the organisation as necessary for us to respond to your request.

We may also share the content of your request with relevant third parties such as contractors employed by SFC and other public bodies who have an interest in the information requested in order to consult them on our proposed response. We remove as much personal data as possible when sharing requests for this purpose.

We may also share subject access request information with the Office of the Scottish Information Commissioner in the event of a complaint being made about the handling of the request.

SFC uses third parties for some of its IT systems which are used to hold and process personal data.

## **8.4. Complaints**

A complaint is an expression of dissatisfaction by one or more members of the public about the Scottish Funding Council's action or lack of action, or about the standard of service provided by or on behalf of the Scottish Funding Council.

### **8.4.1. Purposes of processing**

SFC processes complaints information in order to adequately respond to complaints from members of the public, to identify improvements in how we carry out our services and in order to comply with the requirements of the Scottish Public Services Ombudsman.

#### **8.4.2. Legal basis for processing**

SFC processes complaints data as it is necessary for compliance with legal obligations under the Scottish Public Services Ombudsman Act 2002 and as it is necessary for carrying out a task in the public interest.

#### **8.4.3. Recipients of the data**

Your data will be shared with relevant members of staff in the organisation as necessary for us to respond to your complaint.

We may also share the content of your request with relevant third parties such as contractors employed by SFC and other public bodies who have relevant to your complaint in order to consult them for our response.

We may also share complaint information with the Scottish Public Services Ombudsman in the event of an appeal being made about the handling of the complaint.

SFC uses third parties for some of its IT systems which are used to hold and process personal data.