

Conservation of Salmon Consultation and Consultation Analysis Data Protection Impact Assessment

December 2023

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1. Introduction

The purpose of this document is to report on and assess any potential Privacy Impacts that may be experienced during the Consultation on Salmon fishing: proposed river gradings for the 2024 season, and Consultation Analysis of the responses.

2. Document metadata

2.1 Name of policy/project/initiative: Salmon fishing: proposed river gradings for the 2024 season

2.2 Date of report: 25/10/2023

2.3 Version number: 2

2.4 Author of report: Vanessa Brown

2.5 Name of information asset owner (IAO) of relevant business unit: Caroline Cowan, Deputy Director for Marine Environment Portfolio

2.6 Date for review of DPIA

Review date – Project commencement 09/08/2023

Details of update – Respondent Information Form (RIF) included with the consultation paper. Privacy notice sent to stakeholders as part of the opening of the consultation, it asks their permission to be on the contact list.

Completion date – By 08/08/2023

Approval Date – 08/08/2023

Review date – Consultation analysis: 09/08/2023

Details of update – RIF on the consultation papers lets respondents know how their data will be used. Only those who have given their permission for further contact will receive follow up contact by officials involved in the consultation. As they will have access to the data and can engage as necessary with individual issues.

Completion date – By 15/09/2023

Approval date – 08/08/2023

Review date – Project close: Dec 2023

Details of update – Regulations are put forward. Consultation outcome report and respondent responses, who have given permission, will be published.

Completion date – By 01/01/2024

Approval date – 30/11/2023

Review date – August 2026

Details of update - Assessment made as to whether the data is retained or deleted.

Completion date – By August 2026

Approval date – Not applicable

3. Description of the project and personal data

3.1 Description of the work

The Conservation of Salmon (Scotland) Regulations 2016 outlined for the first time a system, under which, the killing of Atlantic salmon in inland waters is managed on an annual basis by categorising the conservation status of their stocks.

In general terms, the regulations:

- a. prohibit the retention of salmon caught in coastal waters;
- b. permit the killing of salmon within inland waters where stocks are above a defined conservation limit and;
- c. require mandatory catch and release of salmon in areas which fall below their defined conservation limit following the assessment of salmon stocks.

The conservation of stocks is re-assessed each year and we consult annually on proposals for the following fishing season. After the consultation has concluded and evidence has been reviewed, the regulations are amended accordingly.

More information can be viewed on our webpages at <https://www.gov.scot/policies/salmon-and-recreational-fisheries/conservation/> (general team policy page), the most recent version of our consultation is viewable at [Salmon fishing: proposed river gradings for 2024 season](#) and our outcome report from the consultation will be available from <https://www.gov.scot/policies/salmon-and-recreational-fisheries/conservation/>.

On 9 August 2023, the Scottish Government launched a public consultation seeking views on the proposed river gradings for the 2024 salmon fishing season under the Conservation of Salmon Regulations.

The consultation asked 8 questions, with a mixture of closed and open questions. There was no text limit for the free text responses. The consultation received 37 responses from a mix of individuals and organisations.

The overall aim of the consultation was to seek views on the proposed river gradings which will inform the Conservation of Salmon Regulations. The Scottish Government will provide a clear and concise outcome report for publication, which reflects an analysis of the consultation responses, in order to inform the amendment regulations.

i. Consultation Process

The consultation was hosted on Citizen Space, the Scottish Government's digital platform for consultations, and published on the [Consultation Hub](#), enabling people to submit their response online. Citizen Space is managed by the Scottish Government's Digital Engagement Team. Consultations are also published on the Scottish Government website, enabling people to email or post a response.

The consultation ran for 4 weeks between – 09/08/2023 – 08/09/2023.

ii. Governance

The governance arrangements for the Consultation broadly involve the following:

1. Consultation Manager (Scottish Government): usually the policy lead for the Consultation.
2. Digital Engagement Manager, Comms (Scottish Government): manages the Citizen Space element of the consultation process.

In addition, the Data Protection and Information Assets Team may have some involvement in providing expertise to ensure that sufficient data protection measures are established and carried out.

Reporting

The Scottish Government will be responsible for the analysis of the consultation responses, as well as the preparation of the final outcome report. The final consultation analysis report is due to be completed by December 2023. The report will be published on the Scottish Government's website. The Scottish Government will provide quality assurance, which includes checking for personally identifiable information.

It is the responsibility of the Scottish Government to ensure that their methods do not contravene the provisions of current Data Protection Laws. Data Protection Laws means any law, statute, subordinate legislation, regulation, order, mandatory guidance or code of practice, judgement of a relevant court of law, or directives or requirements of any regulatory body which relates to the protection of individuals with regard to the processing of Personal Data to which a Party is subject including the Data Protection Act 2018 and any statutory modification of re-enactment thereof, and the General Data Protection Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data on the free movement of such data, and repealing Directive 95/46/EC.

Risk Management

Managing risk, including disclosure of personal data or the possibility of an individual being identified in data outputs, is essential to the successful operation of the consultation. Risk management, data protection, and research ethics were key considerations in planning and carrying out this consultation analysis. Measures will be continually reviewed to ensure that personal data is handled in accordance with data protection legislation.

3.2 Personal data to be processed

Variable – Name **Data source** – Citizen Space, via email or postal responses

Number of data subjects (people) – Estimate about 100

Categories of data subjects – Not applicable

Data subjects relationship to controller – Self-selecting respondents

Variable – Email address **Data source** - Citizen Space, via email or postal responses

Number of data subjects (people) – Estimate about 100

Categories of data subjects – Not applicable

Data subjects relationship to controller – Self-selecting respondents

Variable – Postal address **Data source** - Citizen Space, via email or postal responses

Number of data subjects (people) – Estimate about 100

Categories of data subjects – Not applicable

Data subjects relationship to controller – Self-selecting respondents

Variable – Whether a person is responding on behalf of an organisation, or issuing a response as an individual. (If respondent is from an organisation, they are asked the type of organisation – retailer, public sector, manufacturer etc.).

Data source - Citizen Space, via email or postal responses

Number of data subjects (people) – Estimate about 100

Categories of data subjects – Anglers, DSFBs, Rivers and/or Fisheries Trusts, eNGOs, angling clubs, businesses with an interest in the river gradings [i.e. effect on their business] etc.

Data subjects relationship to controller – Self-selecting respondents

3.3 How this data will be processed

DATA CONTROLLER AND DATA PROCESSORS

Data Controller: The Scottish Government.

The Information Asset Owner is: Caroline Cowan, Deputy Director for Marine Environment Portfolio

Publication

During the data collection process, all respondents are asked to provide information about themselves, either via the Citizen Space online platform or by completing a Respondent Information Form. This form asks respondents to state their publication preference as follows:

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

Publish response with name

Publish response only (without name)

Do not publish response

If **individual** respondents do not answer this question, the default position is not to publish their response.

If **organisation** respondents select 'do not publish' or do not answer this question, the organisation name may still be listed as having responded to the consultation.

Respondents are also asked to indicate whether they are content to be contacted again in the future by the Scottish Government in relation to this specific consultation exercise.

DATA COLLECTION, STORAGE AND TRANSFER

Data will be predominately collected from data subjects electronically via the Citizen Space online platform. Some respondents may submit their response via post or email. Responses received via Citizen Space are automatically entered into a database (downloadable onto Excel).

Data entry of responses received via email/post will be:

- Undertaken by the Scottish Government directly onto the online platform.
- Uploaded as attachments on to the online platform for data entry by the Scottish Government.

Data Access: The Scottish Government has login details for Citizen Space (for this consultation only), where they will be able to access the consultation responses submitted online or uploaded as attachments, and download the database of online responses onto Microsoft Excel.

The database will include all or some of the following information about each respondent who replied using the online data form:

- Name
- Email address
- Responding as an individual or an organisation?
- (If responding on behalf of an organisation) Organisation's name and sector (from list of options - e.g. public, private, third).
- Permission to publish consultation response? (public response with name, publish response only, do not publish response).
- Content to be contacted by the Scottish Government in the future in relation to this consultation exercise?
- All inputted responses to the consultation questions.

OR

The database will include all or some of the following information about each respondent who replied by email or post and either completed a Respondent Information Form or provided the information within their response.

- Name
- Email address
- Address
- Postcode
- Responding as an individual or an organisation?
- (If responding on behalf of an organisation) Organisation's name and sector (from list of options - e.g. public, private, third).
- Permission to publish consultation response? (public response with name, publish response only, do not publish response).
- Content to be contacted by the Scottish Government in the future in relation to this consultation exercise?
- All inputted responses to the consultation questions.

DATA CLEANING:

Before beginning the analysis, we will identify any blank or duplicate responses. Multiple different responses submitted by the same individual or organisation will be combined into a single composite response, using an approach agreed within the Scottish Government. Blank responses will be removed before analysis.

For audit and quality control purposes, a record should be kept of any exclusions or changes made to responses included in the final database (i.e. any responses that are excluded from the analysis and the reason for exclusion; any identified as campaign responses; and any reclassification of organisation type). This information should be provided in a separate worksheet within the master database and referred to in the final report.

DATA PUBLICATION

Responses will be published in accordance with respondents' expressed publication preferences.

Where respondents have given permission for their response to be published, with or without their name, and after the Scottish Government has redacted any defamatory content which contravenes the moderation policy, consultation responses will be published at <http://consult.gov.scot>.

DATA PURGING AND ARCHIVAL

Data Protection advice: information should only be kept for as long as is necessary to achieve the purpose it was collected for, and the exact length of time should be decided by the business area collecting the data. We are suggesting a maximum three years.

3.4 The purpose/purposes of the processing

The views sought during the consultation are to inform the annual amendment to the Conservation of Salmon Regulations.

4. Data controllers and data processors/sub processors

4.1 Data controllers

Organisation – Scottish Ministers

Activities – Devolved Government

Is the organisation a public authority or body as set out in Part 2, Chapter 2, Section 7 of the Data Protection Act 2018? – Yes

Lawful basis for processing under UK General Data Protection Regulation (UK GDPR) Article 6 for the collection and sharing of personal data i.e. general processing. Please note relevant legislation if using lawful basis *public task*.

The lawful basis for processing personal data will be public task.

Scottish Ministers propose to continue to regulate the killing of salmon in Scotland, including the prohibition on retaining any salmon caught in coastal waters, by means of conservation regulations made under section 38 of the Salmon and Freshwater Fisheries (Consolidation) (Scotland) Act 2003.

Ministers are required, under the terms of section 38 and schedule 1 of the Salmon and Freshwater Fisheries (Consolidation) (Scotland) Act 2003, to publish notice of the proposals allowing a minimum 28 day period for representations or objections to be made.

4.2 Data processors and sub processors

Organisation – Citizen Space

Activity - Online platform on which all consultation responses will be submitted

Contract in place compliant with UK GDPR Art 28? - Yes

5. Stakeholder analysis and consultation

5.1 Stakeholders

Group – Responding individuals

Interest – Data subjects. They are self-selecting respondents to the consultation.

Group – Responding organisations

Interest – Data subjects. They are self-selecting respondents to the consultation.

Group – Scottish Government (cross-divisional involvement)

Interest – Funder. Evaluation. Governance.

Group – Policy team

Interest – The policy lead is the Consultation Manager.

Group – Digital Engagement Team

Interest – Management of Citizen Space online platform on which all consultation responses will be submitted.

5.2 Method used to consult with these groups when making the DPIA

Internally through email. Externally through email and in their consultation responses, see Annexes for the wording provided to the various groups during the run up to and publication of the consultation.

5.3 Data protection issues identified by these groups during consultation

Not applicable.

5.4 Method used to communicate the outcomes of the DPIA

Not applicable.

6. Questions to identify data protection issues

6.1 Necessity

Respondents' details are collected as part of the respondent information form (RIF) and if they wish to receive an individual response from the Scottish Government then the collection of name and email address (or postal address if received communication that way) would be necessary.

6.2 Proportionality

Yes, information has to be collected from respondents to allow policy colleagues to make informed decisions on the proposed gradings in advance of the regulations being drafted. This allows for additional information, which would feed into the data models and could potentially have an impact on the river grading. Science colleagues will be validating any supporting evidence provided to ensure robust and consistent approach to the conservation assessment model.

6.3 Justification

In order to obtain an objective analysis of the responses submitted, the Scottish Government will perform the consultation analysis. The overall aim of the consultation is to provide a clear and concise outcome report for publication, which reflects the views of the respondents in their consultation responses, in order to inform the amendment regulations.

6.4 Other risks

Not applicable.

7. UK General Data Protection Regulation (UK GDPR) principles

7.1 Principle 1 – fair and lawful (see 4.1), and transparent

*Note the lawful basis for processing, and any relevant legislation if “public task”.
Attach a copy of privacy notice/information at Annex A*

Compliant – Yes

Description of how you have complied – The lawful basis for processing personal data will be public task.

7.2 Principle 2 – purpose limitation

Compliant – Yes

Description of how you have complied – The data will be collected for specific purposes and will not be processed in a manner incompatible with those purposes. The purpose is clearly explained to respondents prior to responding.

7.3 Principle 3 – adequacy, relevance and data minimisation

Compliant – Yes

Description of how you have complied – The consultation will not gather information that is not necessary to achieve the project's objectives. Participants are able to input as much information as they would like to open questions, and are able to skip open questions.

7.4 Principle 4 – accurate, kept up to date, deletion

Compliant – Yes

Description of how you have complied – The data from the consultation and analysis does not need to be kept up to date as it represents the participants' views and circumstances at the point of collection. (See Principle 5 for deletion). The final outcome report will be quality assured by a policy officer from Marine Environment portfolio.

7.5 Principle 5 – kept for no longer than necessary, anonymization

Compliant – Yes

Description of how you have complied – The data processor [Scottish Government] will be processing data which is directly identifiable in the dataset. On anonymization measures, see section 5.2. Review measures will be in place to ensure that the data will be kept for no longer than is necessary by SG.

7.6 UK GDPR Articles 12-22 – data subject rights

[Attach a copy of privacy notice/information at Annex A](#)

Compliant – Yes

Description of how you have complied – Data subject rights are outlined in the privacy policy linked to from the consultation document.

7.7 Principle 6 – security

Compliant – Yes

Description of how you have complied – Data will be protected from loss or unlawful processing using appropriate methods, including storing electronic data on password protected secure servers. The Data processor [Scottish Government] is subject to SG Terms and Conditions which cover data security.

7.8 UK GDPR Article 44 - Personal data shall not be transferred to a country or territory outside the European Economic Area.

Compliant – Yes

Description of how you have complied – The project is not expected to involve the transfer of data outside the EEA.

8. Data Protection Officer (DPO) advice

Advice from DPO – Not applicable
Action – Not applicable
Reason advice not actioned – Not applicable

9. Authorisation and publication

The DPIA report should be signed by your information asset owner (IAO). The IAO will be the Deputy Director or Head of Division.

- Before signing the DPIA report, an IAO should ensure that she/he is satisfied that the impact assessment is robust, has addressed all the relevant issues and that appropriate actions have been taken.
- By signing the DPIA report, the IAO is confirming that the impact of applying the policy/undertaking the project or initiative etc. has been sufficiently assessed against the risk to individuals' rights and freedoms.
- The results of the impact assessment must be published in the eRDM with the phrase "DPIA report" and the name of the project or initiative in the title.
- Details of any relevant information asset must be added to the Information Asset Register, with a note that a DPIA has been conducted.

I confirm that the impact of [undertaking the consultation and subsequent consultation analysis](#) has been sufficiently assessed against the rights of the data subjects (people):

Version 1 – 08/08/2023

Authorised by: Caroline Cowan, Deputy Director of Marine Environment

Version 2 – 30/11/2023

Authorised by: Caroline Cowan, Deputy Director of Marine Environment

10. Annex A – privacy information

Included in this annex are the letters and emails which will go to out stakeholders, showing the various ways that we have alerted them to the consultation and seeking their views.

iii. Letter to netsmen contacts alerting them to the upcoming consultation.

I am writing to you as you have been identified as someone who has an interest in salmon through your netting activities, and may wish to be aware of the upcoming consultation on the latest conservation assessment.

In accordance with the requirements of section 38 and schedule 1 of the Salmon and Freshwater Fisheries (Consolidation) (Scotland) Act 2003 Scottish Ministers are required to seek representations on the general effect of proposed salmon conservation regulations.

If you are unfamiliar with this annual process, please note that the outcome of the assessment on the conservation status of salmon in inland waters in Scotland will influence the river gradings for the 2024 salmon fishing season. General information on the

Conservation Regulations and assessment process can be found on www.gov.scot/policies/salmon-and-recreational-fisheries/conservation/.

We want to ensure that anyone who wishes to contribute their views to the consultation has an ability to do so. I would be grateful if you could respond to us to let us know if you would like:

- To be contacted via email and kept up to date with the annual consultation or on related matters concerning salmon and recreational fisheries. If so, please confirm your email address for this purpose. Your contact [email address] details would then be stored and used solely for the purposes of this annual consultation or of related matters concerning salmon and recreational fisheries.
- Not to be contacted either by post or email in future about the Conservation of salmon consultation.

Please respond to us either by:

Email to: salmonandrecreationalfisheries@gov.scot

Post to: Wild Salmon and Recreational Fisheries
Marine Directorate of Scottish Government
Area 1B North
Victoria Quay
Edinburgh
EH6 6QQ

Please note that if you are already on the contact list to receive notifications of the consultation process, **and wish to continue receiving this information**, then you do not need to do anything.

If you do not respond, we will assume that you have considered this notice and do not wish to be contacted about the Conservation of salmon consultation in future.

- iv. Mailshot to our stakeholder contacts list letting them know the consultation is live.**

Conservation of salmon – Assessment for the 2024 fishing season

I am writing to let you know that the Scottish Ministers propose to continue to regulate the killing of salmon in Scotland, including the prohibition on retaining any salmon caught in coastal waters, by means of conservation regulations made under section 38 of the Salmon and Freshwater Fisheries (Consolidation) (Scotland) Act 2003.

Please note that we are now referring to ourselves as the 'Marine Directorate of the Scottish Government' which is the naming convention used by other Directorates across the Scottish Government, such as Agriculture and Rural Economy Directorate and Environment and Forestry Directorate. This better reflects our position as a core part of the Scottish Government and helps avoid confusion that we are a separate agency.

Marine Directorate (previously Marine Scotland) has undertaken an assessment of the conservation status of salmon in inland waters in Scotland for the 2024 fishing season. The outcome of that assessment, including proposed gradings for rivers and assessment groups in 2024, is available on the [Scottish Government website](#).

Please note that the presentation of the information relating to the consultation on our website may look different to previous years. This is due to our changed approach to ensure the information is as accessible as possible to all.

Ministers are required, under the terms of section 38 and schedule 1 of the Salmon and Freshwater Fisheries (Consolidation) (Scotland) Act 2003, to publish notice of the proposals allowing a minimum 28 day period for representations or objections to be made. **Notice is hereby given that the consultation will be advertised and commence on Wednesday 9th August 2023.**

If you wish to submit a view on the proposed river gradings, you can do so online through our [consultation hub](#).

You can save and return to your responses while the consultation is still open. **Please ensure that consultation responses are submitted before the closing date of Friday 8th September 2023.**

If you are unable to respond using our consultation hub, please contact us for an alternative way to submit your response.

Email to: salmonandrecreationalfisheries@gov.scot

Post to: Wild Salmon and Recreational Fisheries
Marine Directorate of Scottish Government
Victoria Quay
Edinburgh
EH6 6QQ

Data Protection

In accordance with the requirements of section 38 and schedule 1 of the Salmon and Freshwater Fisheries (Consolidation) (Scotland) Act 2003 Scottish Ministers are required to seek representations on the general effect of proposed salmon conservation regulations. You have been contacted because you have previously expressed an interest in contributing to the process. We currently hold a list of e-mail addresses for this purpose and are contacting you again to give you the opportunity to contribute to this year's consultation. Your details will be stored and used solely for the purposes of this annual consultation or of related matters concerning salmon and recreational fisheries. If you no longer wish to be included in such consultations, please let us know and we will remove you from our contact list. Further details about the Scottish Government's privacy policy can be found at: - <https://www.gov.scot/privacy/>

- v. **The consultation paper itself will have a respondent information form (RIF) which uses standard Scottish Government wording as noted below.**

Responding to this Consultation

We are inviting responses to this consultation by 8 September 2023.

Please respond to this consultation using the Scottish Government's consultation hub, Citizen Space (<http://consult.gov.scot>). Access and respond to this consultation online at <https://consult.gov.scot/marine-scotland/salmon-fishing-proposed-river-gradings-for-2024>. You can save and return to your responses while the consultation is still open. Please ensure that consultation responses are submitted before the closing date of 8 September 2023.

If you are unable to respond using our consultation hub, please complete the Respondent Information Form and send to:

Wild Salmon and Recreational Fisheries
Marine Directorate
Scottish Government
Area 1B North
Victoria Quay
Edinburgh
EH6 6QQ

Handling your response

If you respond using the consultation hub, you will be directed to the About You page before submitting your response. Please indicate how you wish your response to be handled and, in particular, whether you are content for your response to be published. If you ask for your response not to be published, we will regard it as confidential, and we will treat it accordingly.

All respondents should be aware that the Scottish Government is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore have to consider any request made to it under the Act for information relating to responses made to this consultation exercise.

If you are unable to respond via Citizen Space, please complete and return the Respondent Information Form included in this document.

To find out how we handle your personal data, please see our privacy policy: <https://www.gov.scot/privacy/>

Next steps in the process

Where respondents have given permission for their response to be made public, and after we have checked that they contain no potentially defamatory material, responses will be made available to the public at <http://consult.gov.scot>. If you use the consultation hub to respond, you will receive a copy of your response via email.

Following the closing date, all responses will be analysed and considered along with any other available evidence. Responses will be published where we have been given permission to do so. An analysis report will also be made available.

Comments and complaints

If you have any comments about how this consultation exercise has been conducted, please send them to the contact address above or at SalmonandRecreationalFisheries@gov.scot.

Scottish Government consultation process

Consultation is an essential part of the policymaking process. It gives us the opportunity to consider your opinion and expertise on a proposed area of work.

You can find all our consultations online: <http://consult.gov.scot>. Each consultation details the issues under consideration, as well as a way for you to give us your views, either online, by email or by post.

Responses will be analysed and used as part of the decision making process, along with a range of other available information and evidence. We will publish a report of this analysis for every consultation. Depending on the nature of the consultation exercise the responses received may:

- indicate the need for policy development or review
- inform the development of a particular policy
- help decisions to be made between alternative policy proposals
- be used to finalise legislation before it is implemented

While details of particular circumstances described in a response to a consultation exercise may usefully inform the policy process, consultation exercises cannot address individual concerns and comments, which should be directed to the relevant public body.

Salmon fishing: proposed river gradings for 2024 season



Respondent Information Form and Consultation Questionnaire

Please Note this form **must** be completed and returned with your response.

To find out how we handle your personal data, please see our privacy policy: <https://www.gov.scot/privacy/>

Are you responding as an individual or an organisation?

- Individual
- Organisation

Full name or organisation's name

Phone number

Address

Postcode

Email Address

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

- Publish response with name
- Publish response only (without name)
- Do not publish response

Information for organisations:

The option 'Publish response only (without name)' is available for individual respondents only. If this option is selected, the organisation name will still be published.

If you choose the option 'Do not publish response', your organisation name may still be listed as having responded to the consultation in, for example, the analysis report.

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

- Yes
- No

- vi. **The Privacy notice, which has been included at each stage of the above letters and points of contact with stakeholders. Further details about the Scottish Government's privacy policy can be found at: - <https://www.gov.scot/privacy/>. Text is below for ease of reference.**

Privacy

General information

This privacy notice tells you what to expect us to do with your personal information when you contact us, including by phone, email, and post and when you visit our website or subscribe to our newsletter.

When we process your personal information, we promise to:

- make sure you know why we need it
- only ask for what we need, and not collect too much or irrelevant information
- make sure it is accurate and up to date
- let you know if we share it with other organisations, unless we have a legal obligation to pass it on without telling you
- protect it and make sure nobody has access to it who shouldn't
- make sure we don't keep it longer than is necessary

The first part of the notice is information we need to tell everybody.

Controller's contact details

The Scottish Government falls under the legal entity of the Scottish ministers in relation to processing of your personal information. We are the controller for the personal information we process, unless otherwise stated.

Our Central Enquiry Unit will pass on your enquiry to the appropriate area.

Telephone

Opening hours: Monday to Friday - 8:30am to 5pm.

From the UK: 0300 244 4000 (0300 numbers are geographically neutral)

International callers: +44 131 244 4000

Text relay service: 18001+ 0300 244 4000 (service for the hard of hearing)

If you are a British Sign Language (BSL) user, you can contact us via our national BSL video relay service Contact Scotland-BSL.

Email ceu@gov.scot

Post

Scottish Government
St. Andrew's House
Regent Road
Edinburgh
EH1 3DG

Data Protection Officer's contact details

You can contact our Data Protection Officer at DataProtectionOfficer@gov.scot or via our postal address. Please mark the envelope 'Data Protection Officer'.

Your data protection rights

Data protection law gives you certain rights that you may exercise in respect of your own personal information.

- you have a right to request a copy of personal information we hold about you, by making a subject access request. This right always applies. There are some exemptions, which means you may not always receive all the information we process. [We have published further information on this](#)
- you have the right to ask us to update our records if you believe that the data we hold is inaccurate or incomplete. This right always applies
- you have the right to ask us to erase your personal information. There may however be some circumstances in which we cannot comply. Such as, if we have a legal duty to keep data, or we process it in a particular way
- you have the right to ask that we stop or restrict the processing of your information in certain circumstances
- you have the right to object to processing if we are able to process your information because the process forms part of our public tasks
- you have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you. This right only applies to information you have given us and we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated

You are not required to pay any charge for exercising your rights. We have one month to respond to you. Please contact us at dpa@gov.scot if you wish to make a request, or contact our Central Enquires Unit on 0300 244 4000.

Your right to complain

If you have concerns about our compliance with data protection laws, please contact our Data Protection Officer in the first instance at DataProtectionOfficer@gov.scot. They will look into the concerns you have raised and provides the response.

If you are not satisfied with the DPO's response you have the right to lodge a complaint with the Information Commissioner's Office (ICO). The ICO are the supervisory authority responsible for data protection in the UK. You can contact the Information Commissioner at:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 08456 30 60 60

More information is available at [make a complaint on the Information Commissioner's site](#).

How we get information

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- you have a question or a concern about something
- you have made an information request to us
- you subscribe to our newsletter

We also receive personal information indirectly, in the following scenarios:

- we have contacted an organisation about an issue you have raised and it gives us your personal information in its response

Lawful basis for processing

We process your personal information because:

- you have given us clear consent for us to process your personal data for a specific purpose
- processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract
- processing is necessary for compliance with a legal obligation that applies to us
- processing is necessary to protect your (or some else's) life
- processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law

Changes to this privacy notice

We keep our privacy notice under regular review to make sure it is up to date and accurate. If this privacy notice changes in any way, we will update this page. Regularly reviewing this page ensures that you are always aware of what information we collect, how we use it and under what circumstances we share it with other parties.

Contacting the Scottish Government

You may have written to us, or contacted us by phone, because you have a question or concern about something. This part of the privacy notice sets out how we use your personal data, and your rights when communicating with us.

What we do with information we collect from you when you contact us

When you write to us or call us, your enquiry will usually be first handled by our Central Enquiry Unit or Public Engagement Unit. They will then send it to a specific team so that your question can be answered. We will only use your personal information for the purpose of handling, investigating and resolving your issue. We will use the contact details you provided to respond to your correspondence. If you have raised any issues about a third party, we may use the contact details you have provided for them to investigate your issue.

What personal information we collect

We need enough information from you to answer your enquiry. If you call the helpline, we will make an audio recording of. If you contact us via email or post, we'll need a return address for response.

Who we share your information with

Your enquiry will often need specialist advice, and will be passed to the relevant team for consideration and input.

In some circumstances we will share your information with other organisations. When we do that we'll satisfy ourselves that we have a lawful basis on which to share the information and document our decision making and satisfy ourselves we have a lawful basis on which to share the information.

Calling our helpline

Our Central Enquiry Unit record all incoming calls as an audio record. The information collected is the date, time, duration, the telephone number if not withheld and the name of the agent who handled the call. That is captured by the software used to record the calls. The calls are recorded to monitor the behaviour of the callers and to provide training for staff. The information is kept for three months.

Visiting our website

We collect information about you when you visit our website, and when you interact with our pages. We also collect information when you provide feedback or subscribe to our newsletter.

What we do with information we collect from you when you visit our website

We use this information to:

- improve the site by monitoring how you use it
- respond to any feedback you send us, if you've asked us to
- send out email alerts to those who have subscribed to our e-newsletter
- record and/or publish your response to a survey or consultation
- publish your comment on a blog or discussion site

What personal information we collect

Analytics

We use a third party service, Google Analytics, to collect information on how you use the site, using cookies and page tagging techniques.

The information we - and Google - collect doesn't identify anyone, and is kept for a maximum of 38 months. If we do want to collect personally identifiable information through the site, we will be upfront about it.

When staff use our site

We use IP addresses to identify Scottish Government staff accessing the site from Scottish Government networks.

We record these users as 'internal' on this site. This helps us produce more accurate data about how members of the public use our content.

All visitors are anonymous. We cannot identify individuals.

Cookies

You can read more about how we use cookies, and how to change your cookies preferences, on our [Cookies page](#).

Additionally, we use Plausible Analytics on this site to collect some anonymous usage data for statistical purposes. This is to track overall trends in our website traffic, not to track individual visitors. All the data is in aggregate only. No personal data is collected to Plausible. Data collected includes referral sources, top pages, visit duration, information from the devices (device type, operating system, country and browser) used during the visit. Read more in the [Plausible Analytics data policy](#).

Subscribing to our e-newsletter

We collect your email address and subscription preferences when you sign up to our e-newsletter. You can also provide your name but this is optional. We track how our emails are used - for example whether you open them and which links you click on. The lawful basis we rely on to process personal data when you subscribe to our newsletter is consent. This means you have the right to withdraw your consent, or to object to the processing of your personal data for this purpose at any time. You can unsubscribe from receiving the newsletter at any time by selecting the 'unsubscribe' link that appears in every email. Once you have unsubscribed, your details will be deleted immediately from the system.

Feedback

If you contact us asking a question or giving feedback, we collect your email address and any other personal data contained in your message. If you contact us asking for information, we may need to contact other government bodies to find that information.

Consultations

We collect names and email addresses with every response we receive through [our consultation platform](#).

Email addresses are used to send an acknowledgement of response following submission. They may also be used to contact you in the future in relation to the consultation exercise if you give consent to be contacted.

Where permission is given, we publish responses. We include personal data where permission has been given to do so. We never publish email or postal addresses.

Sometimes you may be accessing or linking to topic specific pages from our website – in such cases please refer to the privacy notice for that site.

Blogs and discussion sites

We collect names or usernames, and email addresses with each comment. This data is kept as long as the blog post or dialogue remains published.

Who we share your information with

We use Mailchimp to process our email newsletter subscriptions. Mailchimp's [privacy notice outlines how they collect, use, share and process personal information](#).

Links to other websites

When we link to other websites, we encourage you to read the privacy policy statements contained on those sites.

Data protection policy document

See [Information assurance and data protection: data protection policy](#).



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