

Glasgow Life Specific Privacy Notice for: Events Consultations and Information Email Sign-up



Controller - who we are:

Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected by us that is necessary for our processing purposes. See [contact us](#) for details of our data protection officer.



Specific purposes why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to register your name and contact details for the purposes of sending you email information on Kelvingrove Bandstand events and consultations. We use your personal information, such as name, address, and email.

We also use your information to verify your identity where required, contact you by post, email or phone and to maintain our records, including details of when you contact us and when we contact you. This would include providing you with any essential information relating to the service we provide to you, dealing with any general enquiries or requests you make, and responding to any complaints relating to you that may arise with use of our services.

We will not sell or rent your information to third parties. We will not use your personal data for marketing purposes – unless you have specifically consented to receive marketing information from us. Where you have opted to be notified of future events and consultations, we will use your information to contact you about any upcoming events or consultations relating to the Bandstand.



Specific sharing who do we share your information with?

We are legally obliged to safeguard public funds, so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website.

To provide the service to you, we need to use other organisations to provide the systems we use and the service we provide. We ensure legal safeguards and written agreements are in place for these other organisations in meeting data protection law requirements.



Specific legal basis for using your information:

We provide this service to you under the legal basis that is necessary for the performance of a task carried out in the public interest by Glasgow Life.



Your rights under data protection law:

- **access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information** – you have the right to ask us to delete personal information about you where:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
 - II. we are using that information with your consent and you have withdrawn your consent – see *Withdrawing consent to using your information*
 - I. you have a genuine objection to our use of your personal information – see *Objecting to how we may use your information* below
 - II. our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Withdrawing consent using your information – Where we use your personal information with your consent you may withdraw that consent at any time and Glasgow Life will stop using your personal information for the purpose(s) for which consent was given.



More information:

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for which is available at www.glasgowlife.org.uk/rrs.

You can also see a summary of how your rights are implemented for each legal basis used at www.glasgowlife.org.uk/privacy-rights and find more details about how we handle your personal information at www.glasgowlife.org.uk/privacy.

Please contact us if you wish to exercise any of your rights or require any hard copies of our published privacy information.

If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: www.glasgowlife.org.uk/accessibility.



We aim to directly resolve all complaints:

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at: www.glasgowlife.org.uk/contact-us/leave-a-comment.

If your complaint is about how we have handled your personal information, you can contact our Data Protection Officer. However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office - see **contact us** below.



Contact us:

For more details on how we process your personal information and for contact details of our Data Protection Officer and for the Information Commissioner's Office, please visit our website at www.glasgowlife.org.uk/privacy.

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