

Introduction

Scotland's Migration Service (SMS) is an advice service managed nationally by Citizens Advice Scotland, and delivered through the Scottish Citizens Advice network. This service is funded by the Scottish Government. Citizens Advice Scotland and participating Citizens Advice Bureaux act as joint data controllers and are responsible for ensuring your personal data is processed in accordance with the UK GDPR and Data Protection Act 2018.

This **privacy notice** provides information on how we collect and process your personal data when you arrange an appointment with the SMS team, either in person, over the telephone, or via video conferencing (Microsoft Teams).

This notice supplements the privacy notice that will be provided to you by your local Citizens Advice Bureau when you attend your appointment with them.

The information we collect about you

Personal data is information that can be used to directly or indirectly identify you as an individual. Special category data is personal data that is more sensitive in nature, such as information about your health, religious beliefs, or sexual orientation. We may also collect information in relation to criminal convictions where relevant and required.

We will usually collect your personal data directly from you when you make an appointment via our migration service appointment booking form, or if you visit one of our bureaux in person. Alternatively, you may have been referred to us from a third-party organisation.

The personal data we may process about you includes:

- Contact information such as your name, address, telephone and email
- Date of birth
- Nationality
- Any other details you provide us in relation to your support requirements
- Any supporting documents you provide us with relevant to your enquiry
- Details of any vulnerability that is relevant to your enquiry that will help us provide you with the best outcome
- Any information you agree to share through our customer satisfaction survey

How we use your personal data

we may use your personal data for the following purposes:

- To organise a support call with one of our specialist advisors
- To provide you with support in relation to immigration, visas, or any other matter you may request our support with
- For internal record keeping and internal audit purposes
- To deliver a customer satisfaction survey
- For research and analysis purposes to prioritise the needs of our clients

How we share your personal data

We will only share your personal data where we have a lawful basis for doing so. Typically, we will only share personal data where we have your consent.

If we share your personal data with third party service providers, we have necessary contractual and other provisions in place to ensure your personal data is kept secure.

International transfers

We rarely transfer personal data outside of the UK when delivering our services, but some of our service providers may be located overseas. Where we need to transfer your personal data to a service provider located outside of the UK, we will ensure appropriate safeguards are implemented as required under data protection laws.

Your rights

You have certain rights under data protection laws. You can exercise these rights by contact our Data Protection Officer (DPO) at dpo@cas.org.uk:

- **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 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;
- **right not to be subject to automated decision-making** and profiling; and

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you think that we have infringed your rights. You can find more information about reporting a matter to the ICO at the following link: <https://ico.org.uk/>

Contact information

Questions, comments and requests regarding this privacy notice are welcomed and should be emailed to our Data Protection Officer on dpo@cas.org.uk, or sent in writing to:

Citizens Advice Scotland
Broadside
Spectrum House
2 Powderhall Road
Edinburgh EH7 4GB

Last Updated: June 2024