

# **Privacy Notice National Care Service (NCS) Lived Experience Experts Panel and Stakeholder Register**

September 2022



Scottish Government  
Riaghaltas na h-Alba  
gov.scot



## Privacy Notice

### National Care Service (NCS)



### Lived Experience Experts Panel and Stakeholder Register



### How we look after your personal information.

The United Kingdom has a law about how we look after people's personal information.



The law is called the **UK General Data Protection Regulations (UK GDPR)**.

**The Scottish Government Head Office address is:**



**St Andrews House**

**Regent Road**

**Edinburgh**

**EH1 3DG**



The Scottish Government want to have a National Care Service working by the end of **2026**.



We are inviting people to join the group called **Lived Experience Experts Panel**.

The **Panel** will be made up of people with experience of social care services in Scotland.



We are also asking organisations to help.

We are asking them to join our **stakeholder** register.

A **stakeholder** is an organisation with an interest in social care.



Your personal information helps us to make sure we get as many different experiences as possible.

If you apply to join the **Lived Experience Experts Panel**, we will ask you for:



- your name
- your address
- your date of birth
- your email address
- information about you and other people who live in your house

We might ask for some information that is more protected under the law. This could be about:



- your health
- sexuality
- religion
- gender

If you apply for an organisation as a **stakeholder**, we will ask you for:





- your name
- job title
- email
- your organisation
- telephone number



The information we collect about you will be used.

The law says we can use your information for certain things.



We can use it if we think it helps make our health services better for everyone.



This includes doing research and deciding what services should look like in the future.



We are allowed to ask you some personal information when you apply.



This is so we can make health and social care better.



We will ask you to sign up online.

We are using [Microsoft](#) for this.



Most information we collect is processed within the European Union.



We make sure it is as safe as if it was done in the United Kingdom.



If you are on a waiting list, your information will be kept for **2 years**.

This means if we ask you to join later you will not need to apply again.



We will keep your information for **10 years** from when you join the **panel**.

This will include:



- information you give us when you join
- information you give us during the time on the panel
- results of things we do with the information



If you give information about someone else, you must:



- tell them you are giving this information
- tell them about this privacy notice



The law says we must keep your information safe.

The things we do to keep it safe are:



- all staff getting data protection training
- policies on keeping information safe
- everyone keeps the rules in our information security policy
- control of who can see the information
- checking our electronic systems



You have the right to see any information we are keeping about you.

You can do this by asking for a

### [Subject Access Request \(SAR\)](#)



If you think the information we have about you is wrong, you can ask us to update it by emailing:

**[NCSdesign@gov.scot](mailto:NCSdesign@gov.scot)**



You can get more information about how we use your personal information at:

**[Your data matters | ICO](#)**



If you are not happy with how we use your information you can complain by email to:

**[DataProtectionOfficer@gov.scot](mailto:DataProtectionOfficer@gov.scot)**







You can complain in writing to:

**Data Protection Officer**

**Victoria Quay**

**Commercial Street**

**Edinburgh**

**EH6 6QQ**



If you think we have not dealt with your complaint properly you can write to:

**The Information Commissioner**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**



**Tel: 08456 30 60 60**



**<https://ico.org.uk/concerns/handling/>**



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The Scottish Government  
St Andrew's House  
Edinburgh  
EH1 3DG

ISBN: 978-1-80435-979-2 (web only)

Published by The Scottish Government, September 2022

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA  
PPDAS1409674 (01/24)

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