



Redress Scotland

Privacy Notice

About this privacy notice

This privacy notices tells you what Redress Scotland does with the personal data that you provide when you:

- make an application under the redress scheme;
- visit the Redress Scotland website
- contact Redress Scotland to ask a question or make a suggestion; or
- make a complaint to Redress Scotland.

This notice does not provide an exhaustive list of all aspects of Redress Scotland’s collection and use of personal information.

A separate privacy notice is available for people making an application under the redress scheme. The Scottish Government will give you a copy of Scotland’s redress scheme privacy notice as part of the application pack you will receive. Scotland’s redress scheme [privacy notice can be found here](#).

Key words or phrases

Some of the words and phrases that will be used throughout this notice have been explained below:

Word(s) or Phrases	Meaning
Personal data	This means any piece of data that either by itself or when taken with another piece of data makes you identifiable. It can be in any format – for example, your name and home address.
Data controller	This is the organisation or authority that takes responsibility for the data you provide. They can ask other organisations or authorities to help process it, but they are responsible for ensuring that it is managed and stored safely.
Data subject	This is you, the person that the data is about.
Applicant	This is the person making the application. Someone may make an application on behalf of the applicant.

Who is the data controller?

Redress Scotland is the data controller for the information we hold about you. This means that once we receive the information listed in the next section, Redress Scotland is responsible for keeping it safe. Redress Scotland will treat your data sensitively and confidentially.

The type of personal information Redress Scotland collects from you

Redress Scotland currently collects and processes the following personal information about people who make an application under the Redress Scotland scheme as an applicant, a next of kin or from those making an application on the applicant's behalf.

The following information is requested in the application form you make under the Redress Scheme and provided to Redress Scotland:

Personal data belonging to the survivor

- (a) full name and date of birth
- (b) contact information (postal address, telephone number and email address)
- (c) previous names you may have had while in care

Personal data belonging to a legally appointed representative, mandated representative or a nominated beneficiary

- (a) full name
- (b) contact information (postal address, telephone number and email address)
- (c) legal firm (only if a legal representative is helping with the application)
- (d) date of birth (nominated beneficiary only)

Redress Scotland also collect and process personal information from questions, queries or feedback you leave, including your email address if you contact us by email, post or telephone.

If you contact Redress Scotland by telephone, you will be asked to leave a voicemail. This will allow us to identify the most appropriate person to return your call. We will collect the reason for your call, your name and contact details you provide.

Sensitive or special categories of personal data

- a) name and location of the care setting(s) who were responsible for your care and the period of time you were in care
- (b) the Scottish Government will ask those applying on the grounds they have a terminal illness, to confirm this by asking you to provide a form signed by a healthcare professional. If you have a terminal illness, and have provided proof, the Scottish Government will tell Redress Scotland that you are applying on those grounds.
- c) details of criminal convictions (if applicable)

Why do I need to disclose serious previous convictions?

Certain types of very serious convictions need to be disclosed as Redress Scotland needs to consider if making a redress payment in certain cases would be contrary to the public

interest. The types of offences that need to be disclosed as part of your application for redress are listed below.

You will need to provide more information as part of your application for redress if you have one of the following convictions (whether in the UK or elsewhere in the world):

- have been found guilty of rape or murder; or
- have received a sentence of more than five years for a relevant violent or sexual offence.

You will provide this information to the Scottish Government as part of your application. You do not need to include information about any other convictions. Further information can be found on the Scottish Government website.

What personal data will I be asked to share when I phone Redress Scotland?

Redress Scotland will ask you to confirm your full name, address and date of birth when you call us to confirm we are talking to the right person. We will ask you for these details if you are calling to ask:

- if Redress Scotland has received your application form from the Scottish Government; or
- if you are asking for an update on the progress of your application; or
- if you are asking for more information about the decision Redress Scotland made about your application.

If you are calling Redress Scotland to ask a general question, we will ask you to confirm your name and telephone number. We use this information to return your call and to record the contact you have made with us.

Sharing feedback with Redress Scotland

Redress Scotland will ask permission to share any feedback you give them which may help improve the part of the redress scheme which the Scottish Government are responsible for.

How Redress Scotland collects your personal information

Most of the personal information Redress Scotland processes is given to us by the Scottish Government as the information is taken from the application form you filled in. You may also give us your personal information directly if you contact us to raise a question, make a request or make a complaint.

Redress Scotland will record any information you give us as part of a survivor testimony as this will form part of the evidence we consider during our consideration of your application.

Why Redress Scotland collects your personal information

Redress Scotland use the information you have given us in order to:

- make decisions on your application made under the Redress Scheme;
- keep an accurate record of your contact with Redress Scotland and our handling of that contact;

- provide you with information in response to questions, requests or complaints you have made; and
- to produce management and statistical information to monitor and improve the services Redress Scotland provide to you.

Redress Scotland will share your personal information with the Scottish Government if it is necessary for the purpose of making a decision about your application for Redress.

Redress Scotland may also share personal information with other organisations if we have a legal requirement to do so. Reasons for doing so may include:

- to raise a concern about the safety or welfare of a person; or
- to properly investigate a complaint or concern you may have raised.

If you do not supply all of the information requested by the Scottish Government, Redress Scotland may not be able to properly process your application or make a decision about your application for redress.

If you do not supply all of the information requested by Redress Scotland when you contact us to make a request for information or raise a complaint, we may be unable to properly consider your request or complaint.

What is the legal basis for processing your information?

Redress Scotland only use your data where we have a legal basis under the Data Protection legislation. We need your data to:

- make a decision about your redress application; and
- exercise Redress Scotland's public functions under our official authority or to perform a public task in the public interest (this is known as the 'public task' basis).

How Redress Scotland shares your personal information

Redress Scotland will only share your personal data in limited circumstances and where it is necessary for us to do so. We share your data with:

- Scottish Government, to provide our decision about your redress application and to allow a redress payment to be made by the Scottish Government, where appropriate;
- your appointed representative if you have permitted someone to act on your behalf;
- our suppliers or service providers where it is necessary to do so, such as our IT service providers;
- in limited circumstances, Police Scotland where it is necessary to prevent or investigate crime reported to us.

Redress Scotland only shares information with third parties where appropriate safeguards are in place to protect your data.

Occasionally, Redress Scotland may need to share information with our external professional advisers or auditors, or where we are legally required to do so such as with a court, regulatory body or law enforcement agency.

How Redress Scotland stores your personal information

Your information is securely stored in an electronic records management system which is restricted to Redress Scotland staff and panel members.

Redress Scotland only keeps information for as long as it is needed. For the majority of your data, this means it will be destroyed after a specific period of time. Redress Scotland will keep your data for the duration of Scotland's redress scheme plus seven years.

Physical data will be held within secure storage for 90 days after it is received unless it is required to be kept longer for fraud investigation purposes. This retention period will ensure that a scan can be made and the quality of the scan be checked.

Your data protection rights

Under data protection law, you have rights which relate to your personal data which include:

Your right to access - You have the right to ask Redress Scotland for copies of your personal information.

Your right to rectification - You have the right to ask Redress Scotland to rectify personal information you think is inaccurate.

Your right to erasure - You have the right to ask Redress Scotland to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask Redress Scotland to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask Redress Scotland to transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, Redress Scotland have one month to respond to you. Due to our statutory obligations, it is not always possible to completely erase your data. Where this is the case, Redress Scotland will explain why.

Please contact Redress Scotland at Information@redress.scot if you wish to make a request to exercise your rights. You can find out more information about the [Redress Scotland subject access request process here](#).

How to complain to Redress Scotland about the use of your personal information

If you have any concerns about Redress Scotland's use of your personal information, you can make a complaint to us at complaints@redress.scot.

You can also complain to the Information Commissioner's Office if you are unhappy with how Redress Scotland has used your data.

You can contact the Information Commissioner's address using by post or by telephone using the details below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline telephone number: 0303 123 1113

Information Commissioner Office website: <https://www.ico.org.uk>

How to contact Redress Scotland

If you have any questions about the information in this notice, please contact Redress Scotland using the following contact details:

Email address: Information@redress.scot

Address:

Redress Scotland
PO Box 27177
GLASGOW
G2 9NL

Telephone number: 0300 244 9090

Reviewing the privacy notice

Redress Scotland will keep this privacy notice under regular review and will update the version control to explain what changes have been made and when.

Version control

Version	Date	Purpose
V0.1	8 December 2021	First publication – to be reviewed