

**IMPORTANT:** Please ensure you have been provided with our ([general privacy notice](#)) for collecting personal information. You can also see our ([privacy statement](#)) on our website for further details on how we collect, use, share and store personal information.

## Specific processing purposes and legal basis, etc: Claim for compensation



### **(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?**

In the course of handling your claim for compensation we collect the following personal information when you provide it to us:

- personal and claim details (*of you, the facts surrounding the claim, any witnesses or any third party involved/party to the claim and your agent acting on your behalf*)
- medical details, including your GP (*if claiming for personal injury*)
- insurance and bank details (*if required in order to settle claim*)

We use your personal information to administer your claim and for the prevention and detection of fraud.



### **Specific (sharing) who do we share your information with?**

- We may need to share your information with other public bodies if required to do so by law or for fraud detection and prevention;
- We may need to share your personal data with our insurers and solicitors, or Council's solicitors, who may store it on their databases. Our insurers may search these databases when you make a claim, to validate your claims history or that of any other person or property likely to be involved in the claim.
- 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. Your information will be shared with Glasgow City Council and Arms Length External Organisations of Glasgow City Council.



### **Specific (legal basis) for using your information:**

We rely on one or more of the following:

- legal obligation;
- public task;
- for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity; and
- for reasons of substantial public interest (equality of opportunity or treatment, preventing or detecting unlawful acts, protecting the public against dishonesty, preventing fraud, suspicion of terrorist financing or money laundering).

The provision of the information requested in our claim forms is required from you to enable us to assess your claim for compensation. As we have a statutory basis for collecting your personal data if you do not provide the requested information we will be unable to process your claim.

You can see a summary of how **your rights** are implemented for each **legal basis** used at: [www.glasgowlife.org.uk/privacy-rights](http://www.glasgowlife.org.uk/privacy-rights)



**(more information):**

The standard retention period for storing claims information within Glasgow Life is 5 years. In personal injury claims involving a child, the 5 year period does not start until the child reaches the age of 16 and so children's personal information will be held for longer. Claims may be re-opened within 3 years of closure.

You can find more details about how we handle your personal information at:

[www.glasgowlife.org.uk/privacy](http://www.glasgowlife.org.uk/privacy). 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](http://www.glasgowlife.org.uk/accessibility)



**(contact us):**

You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk); and by telephone on: 0141 287 1055.