

Please ensure you have been provided our ([general privacy notice](#)) for a form 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: Comments, compliments or complaints



(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?

(1) You are giving us your personal information to allow us to respond to your comment, compliment or complaint. We need to process your personal information if you chose to escalate your complaint to the Scottish Public Services Ombudsman.



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

- (1) Where you ask the Scottish Public Services Ombudsman to look at your complaint we will be legally obliged to share your information with them.
- (2) We may need to share your complaint with other organisation(s) named in your complaint where it is necessary and in the public interest to do so.



Specific (legal basis) for using your information:

- (1) Necessary for compliance with a legal obligation under the Public Service Reform (Scotland) Act 2010.
- (2) Necessary for the performance of a task carried out in the public interest by Glasgow Life.

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



(more information):

You can find more details for Customer Comments, Compliments and Complaints at: www.glasgowlife.org.uk/contact-us and more information about how we handle your personal information at: 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.



(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; and by telephone on: 0141 287 1055.