

PRIVACY NOTICE

1. Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR. Under the GDPR, personal data is defined as:

"any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

2. Privacy notice

2.1 Who are we?

This is the office of Carol Monaghan MP. Carol Monaghan MP is the current Member of Parliament for the United Kingdom Parliament constituency of Glasgow North West. The office discharges the duties and functions of an elected Member of the UK Parliament. The office provides advocacy services for residents of Glasgow North West constituency.

Carol Monaghan MP (referred to in this Privacy Notice as "she", "her", "we", "our" or "us") is the Data Controller under the GDPR. This privacy notice sets out how we process personal data about constituents (referred to in this Privacy Notice as "you" or "your"). She is also registered as a data controller with the UK Information Commissioner and the reference number is: ZA171780

Carol Monaghan MP's contact details are as follows:

- Constituency office - 500 Dumbarton Road, Glasgow, G11 6SL
- Constituency office telephone - 0141 337 2211
- Parliamentary office - House of Commons, London, SW1A 0AA
- Parliamentary office telephone 0207 219 6396
- Email - carol.monaghan.mp@parliament.uk

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2.2 Why do we need your personal information?

As an elected representative, Carol Monaghan MP will only be able to look into concerns which you raise if she and her staff can use your personal information, in order to raise enquiries with relevant agencies on your behalf. Carol Monaghan MP also requires your personal information so that she and her staff can keep you informed about the progress of any enquiries she and her staff make on your behalf, as well as to contact you with the outcome(s) of any enquiries she and her staff make on your behalf.

Carol Monaghan MP also regularly receives emails or other forms of correspondence from constituents who wish to lobby her about certain policy issues or upcoming events, debates and votes in the UK Parliament. In order to respond effectively to such enquiries, Carol Monaghan MP requires personal information so that she can provide more details about her position and views on the matters which you raised with her.

Carol Monaghan MP also receives information about individuals from third parties, which can include (and is not limited to) friends/relatives of constituents in situations where the constituent cannot get in touch directly, legal representatives acting on behalf of a constituent or situations where constituents raise queries or complaints about other people. This information is processed in line with the GDPR and the Data Protection Act 2018, using one of the legal bases set out in section 2.3 below.

Carol Monaghan MP also operates an email newsletter, which gives constituents who wish to opt-in the opportunity to receive further general updates on her campaigns and activities as a Member of Parliament. This newsletter is a marketing communication, therefore opt-in consent will always be requested before any such communication is sent to you, in line with the Privacy and Electronic Communications Regulations 2003. In order to provide you with updates on her activities as a Member of Parliament in this format, provided you have consented to receiving such updates, Carol Monaghan MP requires your email address and postal address to send you these updates.



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2.3 What types of personal data do we collect and process?

The personal data we would like to collect and process from you may include:

Personal data type:	Source (where Carol Monaghan obtained the personal data from if it has not been collected directly from you, the data subject. Note if the personal data has been accessed from publicly accessible sources):
Name	Where a full name is not provided by the constituent, details of first names and surnames are obtained from the full electoral register to verify that the person from whom data is being collected is resident in Glasgow North West constituency. The full unedited electoral register is made available to Members of Parliament to carry out the functions of their office.
Postal address	Where a full postal address is not provided by the constituent, address details are obtained from the full electoral register to verify that the person from whom data is being collected is resident in Glasgow North West constituency. The full unedited electoral register is made available to Members of Parliament to carry out the functions of their office.
Email address	N/A
Telephone number	N/A
National Insurance Number	N/A
Home Office reference number	N/A
Date of birth	N/A
Any other reference numbers connected to your enquiry	N/A
Photos and videos in connection with Carol Monaghan MP's engagements and events she attends in her capacity as an MP	N/A

In some circumstances, it may be necessary for Carol Monaghan MP or her staff to collect special categories of data about you. This could include your racial or ethnic origin, religious or political beliefs, sexual orientation, health information or details of

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any criminal convictions or allegations of criminal activity. This information will only be collected where it is materially relevant to the enquiry you raised with us.

2.4 How will we use your personal data?

The personal data we collect will be used for the following purposes:

- Recording of the personal data on a database (caseworker.mp, which is managed by Elected Technologies Ltd) in order to efficiently manage and respond to enquiries made to Carol Monaghan MP or her staff. This database is accessed through secure log in authentication processes.
- Carrying out constituency casework, which can include any or all of the following processes:
 - Making enquiries on your behalf when you have raised a concern/issue that you would like Carol to pursue with a relevant agency or organisation.
 - Updating constituents on the progress of any enquiries raised on their behalf.
 - Highlighting cases in Parliament in order to effect changes on Government policy.
- Providing constituents with information about Carol Monaghan MP's position on a particular policy issue or on upcoming events, debates and votes in the UK Parliament, when such requests have been made either directly by the data subject or from the data subject acting through an organised lobbying campaign.
- Where constituents have opted-in to receive such information, to send newsletters and other forms of electronic marketing communication via email.
- Photos and videos taken in connection with my engagements and events Carol Monaghan MP attends in her capacity as an MP may be shared via her website, newsletter and social media profiles such as Facebook and Twitter.

2.5 Lawful basis

The GDPR sets out a number of lawful bases under which personal data can be processed. We will always ensure that we have a lawful basis for processing your personal data. This will be one of the following bases:

- **Public Task** - In accordance with the discharge of key functions of a Member of Parliament and their office in responding to requests for assistance from you.
- **Vital Interests** - Where a request is made by someone else (e.g. a legal representative or a friend/relative), data is processed in circumstances where consent cannot be given by, or expected to be obtained from, you or where obtaining such consent would prejudice actions taken by Carol Monaghan MP in your vital interests.

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- **Consent** - With your explicit consent. You can withdraw your consent at any time by contacting Carol Monaghan MP or her staff using the contact details provided above.

2.6 Disclosure

We may pass your personal data on to third party service providers in the course of dealing with your enquiry, such as local authorities, government agencies, public bodies, health boards, housing associations, regulators, and so on. Any third parties that we may share your data with are obliged to keep your details secure, and to use them only to provide us with information relating to the specific enquiry you have raised with Carol Monaghan MP.

Carol Monaghan MP also contracts third party providers to provide specific services for the effective discharge of the functions of her office, for example in efficiently managing responses to individual enquiries and maintaining records of individual cases. Details of the third party providers which process personal data on behalf of Carol Monaghan MP, and for whom a data processing agreement has been made, is available below.

Third country (non-EU)/international organisation	Safeguards in place to protect your personal data
Mailchimp	<ul style="list-style-type: none"> • Carol Monaghan MP has a data processing agreement with MailChimp. • Access to data collected and processed for the newsletter and other electronic marketing communications is password-protected and only available to Carol Monaghan MP and staff members authorised to write and send such communications on behalf of Carol Monaghan MP. • MailChimp is signed up to the EU-US Privacy Shield.



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EU / UK organisation	Safeguards in place to protect your personal data
Caseworker.mp (Elected Technologies Ltd)	<ul style="list-style-type: none"> • Carol Monaghan MP has a privacy and processing agreement with Elected Technologies Ltd. • Access to data collected and processed for casework, lobbying and other constituent queries is password and two factor authentication protected and only available to Carol Monaghan MP and staff members authorised to write and send such communications on behalf of Carol Monaghan MP. • Elected Technologies are compliant with GDPR and other applicable laws.

2.7 Retention Period

The office of Carol Monaghan MP will store the personal data for as long as it is required to progress enquiries made on your behalf or, if you have opted in to receive them, marketing communications regarding her activities and campaigns as a Member of Parliament. Data related to constituent queries, lobbying and casework will be retained for 5 years after the date their case is case file is closed. This is necessary in case any further issues arise. After 5 years the data will be destroyed.

Photos and videos in connection with Carol Monaghan MP's engagements will be stored for the duration of her service as an MP, unless an individual requests their data be deleted.

Should Carol Monaghan MP decide not to contest a future election, or should she leave office early as a result of resignation or death, all personal data will continue to be held for two months after a new Member is elected, during which period the office of Carol Monaghan MP will be wound up. During that two month winding-up period, you will be contacted for instructions on what you wish to do with your data; unless we hear from you otherwise, any data held about you will be securely destroyed at the end of the two month period.

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2.8 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to judicial review: in the event that the office of Carol Monaghan MP refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in section 2.9 below.

All of the above requests will be forwarded on, should there be a third party involved (as stated in section 2.6 above) in the processing of your personal data.

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2.9 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by the office of Carol Monaghan MP, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and with Carol Monaghan MP.

The details for each of these contacts are:

	Supervisory authority contact details	Data controller contact details
Contact Name:	Information Commissioner's Office	Carol Monaghan MP
Address line 1:	Wycliffe House	500 Dumbarton Road
Address line 2:	Water Lane	
Town/city:	Wilmslow	Glasgow
Address line 4:	SK9 5AF	G11 6SL
Website:	https://ico.org.uk/	http://carol.monaghan.scot/
Email:	https://ico.org.uk/global/contact-us/email/	carol.monaghan.mp@parliament.uk
Telephone:	01625 545 745	0141 337 2211

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