**Privacy Policy – Victim Notification Scheme**

The Parole Board for Scotland (PBS) processes personal information to enable us to provide, support and manage our services. This privacy policy explains how PBS will use any personal information held about registered victims of prisoners under the statutory Victim Notification Scheme.

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PBS is registered as a Data Controller under the Data Protection Act 1998. A copy of its entry in the register of Data Controllers is available from the Information Commissioner's website.

If you wish to get in touch with PBS, you can telephone 0131 244 8373, enquiries@paroleboard.scot or write to PBS, X Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD.

**What information do we hold about you?**

We are passed information about you from the Scottish Prison Service (SPS) when the first review is commenced.

The information we hold is your name, home address, telephone numbers (landline and mobile), email address and contact preferences. Without this information we cannot provide you with information under the Victim Notification Scheme. We also collect information if you contact us or provide feedback.

This personal data processing is necessary for compliance with a legal obligation. That is the legal obligation to provide the information and offer the opportunity to make representations under the victim notification scheme under the Criminal Justice (Scotland) Act 2003 (the 2003 Act).

**How will we use the information about you?**

We collect information about you to provide you with information and give you the opportunity to make representations under the Victim Notification Scheme. This scheme is a statutory scheme under the 2003 Act.

*If you are a VNS registered victim of a life sentence prisoner and request i) an interview with PBS to provide oral representations, or ii) request to attend an Oral hearing as an observer, or iii) both of these, your name will be provided to the venue(s) to be used to facilitate your attendance (e.g. a Victim Support Scotland or local authority office).*

*Registered victims on VNS can also request to attend as observers for Order of Lifelong Restricted (OLR) prisoners and Extended Sentence prisoners who have been recalled and in their extended part of their sentence.*

*In such circumstances, only your name will be provided, so that administrative arrangements can be made for your attendance.*

We will pass on representations you make to:

- The prisoner and, if applicable, their legal representative.

- PBS solicitors, but only where required in dealing with a legal matter, such as a judicial review application.

If there is a need to share information beyond the purposes of the victim notification scheme then the personal data processing would only be done if it was necessary for the performance of a task in the public interest, such as managing the risks posed by offenders for which clinicians, police and others including Scottish Ministers have responsibilities.

The personal data you provide will be stored for as long as you are registered for the Victim Notification Scheme. SPS will notify PBS if you are no longer registered on the scheme.

If you wish to be referred to Victim Support Scotland (VSS) for aftercare or ongoing support during the parole process, then the Victims Team can refer you. This means that the team will send you an email (if an email address has been provided), or ask you to call our Parole Scotland landline, asking you to confirm that you are content we send a referral containing your name, address, contact number and email address in order to allow a VSS representative to contact you to provide support local to you. The information we provide VSS is essential to ensure you receive the most appropriate support as quickly as possible within your respective locality.

You can also self-refer if preferable via their website.

**How is your information stored?**

Your information is held within the Casework Management System (CMS) & our Electronic Records Document Management system (eRDM), used by Parole Scotland staff. The CMS can also be accessed, on a restricted basis, by PBS Members, and certain staff within the Parole Unit of the Scottish Prison Service (SPS), and the Parole Reform and Youth Justice & Children’s Hearings Unit branches of the Scottish Government. Our eRDM files are held securely and these can only be accessed by Parole Scotland Staff.

This system sits on the Scottish Government secure IT system (SCOTS). CMS is supported and maintained by the Scottish Government IT Division and the protection of personal data is covered in their terms and conditions of contract with the Scottish Government.

**Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the contact details on this page.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

You have a right to lodge a complaint with the Information Commissioners Office if you are dissatisfied with our service. You can do this through their website <https://ico.org.uk/concerns/> or calling their helpline on 0303 123 1113.

**Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 01 September 2023.

**How to contact us**

Please contact us if you have any questions about our privacy policy:

* By email at [enquires@paroleboard.scot](mailto:enquires@paroleboard.scot)
* Write to us at: Parole Scotland. X Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD.
* Telephone us on 0131 244 8373

You can contact Tracy Flockhart, PBS Data Protection Officer to ask about information that is held about you:

* By email - [tracy.flockhart@paroleboard.scot](mailto:tracy.flockhart@paroleboard.scot)
* By writing - Tracy Flockhart, X Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD
* By phoning - 0131 244 3085

You can also contact our Victims Team regarding any victim related queries:

* By email – [victimsteam@paroleboard.scot](mailto:victimsteam@paroleboard.scot)
* Parole Scotland Victims Team. X Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD.

Telephone us on 0131 244 8373 and ask for our Victims Team