

Crown Estate Scotland

Privacy Notice

Crown Estate Scotland (“we”, “our”, “us”) is a public corporation created by The Crown Estate Scotland Order 2017 and located at Quatermile Two, 2nd Floor, 2 Lister Square, Edinburgh EH3 9GL. As a data controller, we determine the purposes for which, and the means by which, the personal data of living individuals is processed and are committed to protecting and respecting your privacy.

Personal data means any data that relates to a living individual who can be identified directly from that data, or indirectly from that data combined with other information available to Crown Estate Scotland as a data controller. It does not include data where the identity has been removed completely (such as anonymised data).

Purpose of this Privacy Notice

The Privacy Notice (“Notice”) outlines how we collect and use personal data. This may be before, during and after you enter into a legal agreement with Crown Estate Scotland (including where you submit a bid or other application for a tenancy, grant of an option or award of a contract), or where you provide your personal data for other reasons. We are required under Data Protection Law to notify you of the information contained in this Notice. This notice does not form part of any contract to carry out works or to provide goods or services, tenancy or option agreement.

Crown Estate Scotland processes the personal data of tenants, option holders and contractors in order to carry out our functions effectively as a public authority and to enable us to meet our obligations under a contract. For the purposes of this Privacy Notice, ‘tenant’ includes all tenants, licensees and occupiers of property within the management of Crown Estate Scotland.

All personal data are collected and held in accordance with Data Protection Law. Further details about how we comply with Data Protection Law are provided in our Data Protection Policy and Appropriate Policy Document.

This Privacy Notice applies alongside any other information Crown Estate Scotland may provide about a particular use of personal data, for example when collecting data *via* an online or paper form. This Privacy Notice also applies in addition to Crown Estate Scotland’s other policies.

Data Protection Officer

We have appointed a Data Protection Officer (DPO) who is responsible for overseeing questions in relation to this Privacy Notice and our compliance more generally with Data Protection Law. If you have any questions about our processing of personal data or wish to make a request to exercise your legal rights, please contact the DPO using the details set out below.

DPO Contact Details:

Email address: dataprotection@crownestatescotland.com

Postal address: Quatermile Two, 2nd Floor, 2 Lister Square, Edinburgh EH3 9GL

Telephone number: 0131 260 6070

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and up to date. Please keep us informed if your personal data changes during your relationship with us.

Compliance with Data Protection Principles

As a data controller, when we process personal data about you, we will comply with the data principles.

These require that personal data be:

1. processed lawfully, fairly and in a transparent way;
2. used only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
3. relevant to the purposes we have told you about and limited only to those purposes;
4. accurate and kept up to date;
5. kept only as long as necessary for the purposes we have told you about; and
6. in accordance with requirements of integrity and confidentiality

The Categories of Personal Data we process about you

We may collect, store, and use the following categories of personal information about you:

Identity and contact data: e.g. name; address; business address; contact phone number; emergency contact details; username or similar identifier; email address; IP address; general correspondence by letter and email; date of birth; nationality, gender and other contact data. This may also include evidence of your ownership or control of a company or business.

Professional and career data: including career history, qualifications, experience, professional or trade memberships and other information you may submit as evidence of quality or technical ability e.g. in a CV.

Financial and contractual data: e.g. bank account details and other financial information; arrears data; lease agreements; title deeds.

Health data: information on health or medical conditions which are relevant to your relationship with us. We treat this as special category data.

Criminal record information e.g. information relating to criminal convictions and offences, allegations of criminal offences, proceedings for offences including sentencing, Protection of Vulnerable Groups or Disclosure Scotland information (where relevant).

Marketing and communications data e.g. your preferences in receiving information about our current or upcoming contract opportunities, information and updates about current or upcoming tenancies or projects and our activities and your communications preferences.

Images and monitoring data: e.g. photographs; images captured by CCTV systems; car details (about those who use our car parking facilities), or use of a vehicle as part of your work with CES.

How we use personal data

We will only use your personal data when we have a lawful basis to do so. Please see the section 'Legal basis for processing' below for further information. Most commonly, we may use your personal data in the following circumstances:

Delivery and improvement of our public services

Purpose or activity	Type of personal data
Providing our public services	Identity and contact data Financial and contractual data Marketing and communications data
Receiving and responding to public enquiries	Identity and contact data Marketing and communications data
Receiving and responding to people exercising their legal rights	Identity and contact data Marketing and communications data

Managing our properties

Purpose or activity	Type of personal data
Receiving and responding to enquiries from potential tenants, tenants and lessors	Identity and contact data Marketing and communications data
Assessing applications for tenancies	Identity and contact data Financial and contractual data Marketing and communications data Health data Criminal records information
Providing services to our tenants and lessors	Identity and contact data Financial and contractual data Health data Marketing and communications data
Management and maintenance of our properties	Identity and contact data Financial and contractual data Marketing and communications data
Conducting research, consultations and surveys, including producing statistical data	Identity and contact data
Sending newsletters and updates	Identity and contact data Marketing and communications data

Researching and reporting on matters related to our work

Purpose or activity	Type of personal data
Conducting research about the environment and evaluating environmental impacts	Identity and contact data
Preparing and publishing the outcomes of our work and its impact	Identity and contact data

Managing our business

Purpose or activity	Type of personal data
Entering and managing commercial contracts	Identity and contact data Financial and contractual data Professional and career data Criminal record information
Managing visitors to our premises, including operating our car parking facilities	Identity and contact data Health data Images and monitoring data
Operating our CCTV system	Identity and contact data Images and monitoring information Criminal record information
Advertising job vacancies and assessing job applications	Identity and contact data Financial and contractual data Employment information Health data Criminal record information Marketing and communications data
Establishing, exercising or defending legal claims	Identity and contact data Professional and career data Financial and contractual data Health data Criminal record information Images and monitoring data
Providing or obtaining emergency medical assistance	Identity and contact data Health data Location data

Strategy, governance, planning and reporting on our performance

Purpose or activity	Type of personal data
Setting our strategies and plans	Identity and contact data Financial and contractual data

Conducting research, consultations and surveys, including producing statistical data	Identity and contact data
Engaging with our stakeholders	Identity and contact data Professional and career data Marketing and communications data
Preparing and publishing reports for our stakeholders	Identity and contact data Marketing and communications data

How we use special category personal data

There are certain categories of personal data which are considered more sensitive and require a greater justification for us to use them. These are referred to as the special categories of personal data. They include personal data about or revealing:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic data
- Biometric data for the purpose of unique identification
- Health
- Sex life or sexual orientation

We most commonly use health data in the course of our work. We will keep this extra information about you (such as details of emergency contacts or medical conditions) for legal or contractual reasons (including in the event of an insurance or legal claim), to provide or obtain emergency medical treatment, or for safeguarding purposes.

How we use criminal record information

We sometimes obtain and use information about criminal convictions or offences, including allegations of criminal offences or information about criminal proceedings and sentencing. This includes criminal records checks.

We will keep this extra information about you for legal or contractual reasons (for the purposes of counter-fraud activity, crime prevention, and for the implementation of any mandatory or discretionary exclusions or any other legal or contractual remedies as may be required or available under any applicable law, as well as in the event of an insurance or legal claim, or), for security purposes and for safeguarding purposes.

How Crown Estate Scotland collects your Personal Data

In most cases, Crown Estate Scotland collects your personal data from you directly, for example when you request information from us about a tenancy opportunity, submit an application for a tenancy, or make a bid for a contract to carry out works or to provide goods or services or when you correspond with us by phone, email or otherwise. However, we may also obtain some personal data about you from third parties, such as for references.

We may also collect and process personal information in the course of the performance of any resulting contract, including your details, your performance and your activities.

Legal Basis for Processing

Much of the personal data we process is necessary for the purpose of managing our bid or application process, entering into a contract or potential contract, and then for performing our obligations and exercising our powers under that contract.

In some cases, we may process the personal data to fulfil a legal obligation to which Crown Estate Scotland is subject, e.g. where processing is necessary to fulfil a statutory duty.

It is necessary for us to use personal data in our capacity as a public corporation to deliver the public tasks conferred on Crown Estate Scotland by legislation.

In certain circumstances, where we are processing personal data other than in the performance of our public authority tasks, we may process personal data on the basis of our legitimate interests, for example, in order to function efficiently, provided that these interests are not outweighed by the impact on the rights of the individuals concerned and provided that the processing does not involve special or sensitive types of personal data.

We may also process your personal data with your consent to enable you to receive updates regarding news from Crown Estate Scotland and on any future tenancy or contract opportunities with us.

We may also process personal data for the establishment, exercise or defence of legal claims.

We may process personal data for reasons of substantial public interest and on the basis of any applicable law e.g. where we process information about criminal convictions for the purposes of counter-fraud activity, crime prevention, and for the implementation of any mandatory or discretionary exclusions or any other legal or contractual remedies as may be required or available under any applicable law, for security purposes and for safeguarding purposes.

We may process special category data (such as health data) where you have explicitly consented to us doing so.

We may also process special category personal data (such as health data or criminal offence data) to protect your vital interests, or those of another person, where we consider there is a threat to life.

Crown Estate Scotland will only use personal data for the purposes for which they were provided, unless it is considered reasonable for us to use the personal data for another reason and that reason is related to and compatible with the original purpose. If we consider that we need to use your personal data for an unrelated purpose, we will notify you of that decision and we will explain to you the legal basis which we consider allows us to do the processing for that purpose. We may also process your personal data without your knowledge or consent, where such processing is either required or permitted by law.

We will only use and store your information for as long as it is required for the purposes it was collected for. How long it will be stored for depends on the information in question, what it is being used for and, sometimes, statutory legal requirements.

- If an application for a tenancy, grant of an option or bid for contract is successful, we will retain any applicable personal data for the duration specified in the relevant tenancy or contract.

- If an application for a tenancy, grant of an option or bid for contract is unsuccessful, we will retain any applicable personal data for a period of one year.
- Where you have provided your personal data in order to be informed of or considered for future tenancy opportunities, contracts or projects, or to enable us to provide you with updates regarding news from Crown Estate Scotland and on any future contract opportunities with us, we will retain your personal data until you unsubscribe from such communications.

Who do we share our information with?

We may need to share some of your personal data with our staff and with third parties in order to fulfil our purposes and for those third parties to provide services to us to support our operations and activities. When we share personal data with a third party, either another data controller or a data processor, we will endeavour to ensure that we have the necessary contracts in place to ensure the security of your personal data, that those third parties act on our instructions and do not use the personal data for their own purposes.

We will only share your personal data in accordance with the law. All the third parties with whom we share personal data are required to take appropriate security measures to protect your personal data in line with our own policies and to comply with Data Protection Law and with their own policies too.

We will also disclose your personal information to third parties where we are under a duty to disclose your personal data to comply with any legal obligation, or to protect our rights, our property or our safety.

If Crown Estate Scotland's functions were to be transferred to another body, or Crown Estate Scotland merged with another body, your personal data may also need to be transferred to that body.

We may also need to share your personal information with a regulator to comply with the law.

Examples of third parties we may share personal data with include:

- administrative database providers
- contract management, (e.g. our managing agents)
- document storage companies
- email marketing providers
- postal direct mail providers
- IT services including cloud storage providers
- consultancy organisations who may analyse our data
- professional advisers
- regulatory bodies
- bid evaluators.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which we consider allows us to do so. Please note that we may process your personal data without your knowledge or consent, in compliance with the above, where this is required or permitted by law.

Our retention periods for Personal Data

We will retain personal data securely and only for as long as is necessary to keep for the specified purposes, or for a legitimate and lawful reason.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data, whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances, we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such data without further notice to you. Crown Estate Scotland has a Records Retention Schedule which sets out how long we keep records and the reason why.

Where we store personal data

The personal data we collect from you is stored securely and where stored electronically it is on information technology systems owned and operated by Crown Estate Scotland, or by verified third parties. Unfortunately, the transmission of information via the internet or email is not completely secure and, although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted over the internet to our site or by email; any transmission is at your own risk. Once we have received your information, we will use all appropriate procedures and security measures to try to prevent unauthorised access.

International Transfers

If we need to transfer your personal data outwith the United Kingdom Dwe will take steps to ensure that your rights and freedoms as a data subject are protected by being subject to the appropriate safeguards or any other legal mechanism for transferring such personal data required under applicable data protection law.

We use MailChimp as our marketing automation platform (for maintaining mailing lists and sending out updates to you). It is therefore necessary to transfer to MailChimp your email, first name and last name (if the latter are provided), for processing in accordance with MailChimp's Privacy Policy and Terms. MailChimp uses Standard Contractual Clauses in its Terms of Service for the transfer of personal data to its servers in the USA.

How we protect your Personal Data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We also limit access to your personal data to those employees, agents, contractors, professional advisers and other third parties who have a 'need to know'. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected information security incidents that could result in a personal data breach and will notify you and any applicable regulator of a suspected breach, where we are legally required to do so.

Your Personal Data Rights

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your working relationship with us.

Your rights in connection with personal data

Under certain circumstances, by law you have the right to:

- **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- **Request the restriction of processing** of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal data to another party.
- **Request that a decision made using automated processing** of your personal data which significantly affects you, be reviewed by an individual to whom you may make representations and contest the decision.
- **Withdraw your consent to our use of your personal data for a specific purpose**, at any time, where our use of your personal data for the purpose relies on consent as a legal condition for that use.

If you want to review, verify, correct or request erasure of your personal data, object to the processing of your personal data, or request that we transfer a copy of your personal data to another party, please contact dataprotection@crownestatescotland.com in writing.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal data is not disclosed to any person who has no right to receive it. For more information and guidance about any of these rights, please go to the website of the Information Commissioner’s Office at <https://ico.org.uk/>.

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact dataprotection@crownestatescotland.com.

Once we have received notification that you have withdrawn your consent, we will no longer process your personal data for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Complaints

If you think there is an issue in the way in which we handle your personal data, you have a right to raise a complaint with the Information Commissioner's Office. The ICO website contains details of how to make a complaint: <https://ico.org.uk/> or you can contact the ICO by phone: 0303 123 1113.

However, we would welcome an opportunity to deal with the issue in the first instance, if you wish to contact us at: dataprotection@crownestatescotland.com.

Changes to this Privacy Notice

We may update this Notice at any time. It is important that you read this notice, together with any other privacy notice we provide on specific occasions when we are collecting or processing personal data about you, so that you are aware of how and why we are using such information.

This notice was last updated on 25 November 2024. Historic versions can be obtained by contacting us at: dataprotection@crownestatescotland.com.

Further Information

For further information about any aspect of this notice please contact our Data Protection Officer dataprotection@crownestatescotland.com.