

## Introduction

Citizens Advice Scotland is a registered Scottish Charity (SC016637) and a registered Data Controller with the Information Commissioner's Office (ICO). Our registration number is Z9715836.

Please send any questions about how we use personal information to [DPO@CAS.org.uk](mailto:DPO@CAS.org.uk).

## About Us

Scotland's Migration Service (SMS) is an advice service delivered through the Citizens Advice Scotland network, funded by the Scottish Government. We act as the Data Controller and are responsible for ensuring your personal data is processed in accordance with the UK GDPR and Data Protection Act 2018.

This Privacy Notice provides information on how we collect and process your personal data when you arrange an appointment with the SMS team, either in person, over the telephone, or via video conferencing (Microsoft Teams).

This Notice supplements the [CAS General Privacy Notice](#) which should be read to find out more detailed information about our data processing

## Information we collect about you

Personal data is any information that identifies or relates to a specific person. We will usually collect your personal data directly from you when you make an appointment via our migration service appointment booking form, or if you visit one of our Bureaux in person. Alternatively, you may have been referred to us from a third-party organisation.

The personal data we process may include:

- Contact information such as your name, address, telephone and email
- Date of birth
- Nationality
- Any other details you provide us in relation to your support requirements
- Any supporting documents you provide us with relevant to your enquiry
- Details of any vulnerability that is relevant to your enquiry that will help us provide you with the best outcome
- Any information you agree to share through our customer satisfaction survey

## How we use your information

- To organise a support call with one of our specialist advisors
- To provide you with support in relation to immigration, visas, or any other matter you may request our support with
- For internal record keeping and internal audit purposes
- To deliver a feedback survey
- For research and analysis purposes

## Who we share your information with

We will only share your personal data where we have a lawful basis for doing so. Usually this will only be when we have your consent.

If we share your personal data with third party service providers, we have necessary contractual and other provisions in place to ensure your personal data is kept secure.

## Will we share your information outside of the UK?

We only store personal data in the UK or the EU.

However, some of our suppliers may be based in other countries. If we need to share your data with these companies, we take steps to make sure your data is protected.

## How long we keep your information

We will only keep your data for as long as is necessary. For most people we keep your data for a maximum of seven years. This is from the point of last contact. We keep recordings of phone calls for two years.

In rare cases, we might keep your data for longer if there is a legal reason, such as an on-going complaint or legal case.

## Your rights

You have rights over your personal data. Your query may be passed to the CAS Data Protection Team to resolve.

You can:

- Request a copy of your personal information
- Ask us to update anything that's no longer accurate
- Request that we delete your personal data. There are some exceptions, and we may need to keep some of your data, for example to defend legal claims
- Object to how we use data in some situations
- Withdraw your consent

We do not use any automation or profiling to make decisions.

If you're unhappy with how we have handled your data, you can complain to the Information Commissioner's Office at [ico.org.uk](https://ico.org.uk).

Last updated: June 2025

Last reviewed: June 2025