

**OFFICIAL
GLASGOW CITY COUNCIL**

BOOKING OFFICE GUIDANCE NOTES

Before lodging your application for a booking office licence by email at licensingenquiries@glasgow.gov.uk please ensure that you have read the following guidance notes.

1. You should note that a booking licence is required for carrying on a business which consists to any extent of the taking of bookings, by means of any communication, from members of the public for the hire of a relevant vehicle (namely the business of a booking office)
2. Where the applicant is an individual natural person, the whole of question 1 should be completed, and question 2 should be ignored.

Where the applicant for a booking office licence is an individual, they will require to provide proof of their right to work in the UK. Further information on this can be viewed at <https://www.glasgow.gov.uk/index.aspx?articleid=20428>

3. Where the applicant is a company, partnership or other non-natural person, the whole of question 2 should be completed and question 1 should be ignored.
4. Tax Conditionality: The UK Government established new tax requirements for applications of particular licences across the UK. The rules for completing a tax check will change on 2 October 2023 in Scotland. The new rules have already been implemented in England and Wales from 4 April 2022. Tax checks will be required for a booking office licence.

The table below details when a tax check should be done prior to lodging an application and when confirmation of being aware of the HMRC guidance relating to tax checks is sufficient. Please note that if you are applying as a partnership, the requirement is in relation to the partner submitting the application.

For all renewal applications: You are now required to complete a tax check. Your renewal application will not be accepted by the Licensing Authority without your 9 character tax code provided by HMRC. Your code is valid for 120 days so please ensure you provide a valid tax code on your application form. To complete a tax check www.tax.service.gov.uk/tax-check-for-licence/start

For majority of grant applications (see table below): You will be required to confirm on the application that you are aware of the content of the HMRC guidance in relation to your tax obligations. To find out more information about your tax registration obligations please visit www.gov.uk/register-for-self-assessment; www.gov.uk/corporation-tax and www.gov.uk/income-tax/how-you-pay-income-tax

Renewal	New Grant application where last licence expired/revoked less than 1 year from date of new application	New Grant (and holds same type of licence with another licensing authority)	New Grant and never held same type of licence before	New Grant and previously held licence that expired/revoked over a year ago from date of new application
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Tax Check and 9 character code provided with application	Tax Check and 9 character code provided with application	Tax Check and 9 character code provided with application	Applicant must confirm on application form aware of HMRC guidance relating to tax obligations	Applicant must confirm on application form aware of HMRC guidance relating to tax obligations
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5. Email your completed application to licensingenquiries@glasgow.gov.uk along with any supporting documentation which will be checked by a member of the Licensing Team. If your application is incomplete you will be contacted by email to resolve the issue. Please check your spam/junk folder. Please do not display the notice until you are contacted by a member of the licensing team.

You are also required to pay the application fee by BACS transfer to the following account:

Account Name: Glasgow City Council – Licensing

Account No. 00116224

Sort Code: 83-44-00

Reference: [your name] [if renewal your licence number] the lodging fee for the application valid for 3 years is £341.

NB: This fee is payable when the application is lodged and is non-refundable.

6. The application form must be accompanied by a plan of the layout of the premises and must be drawn to a suitable scale (usually 1:100). Plans are not, however, required if the application is for the renewal of the licence.
7. The public notice requires to be completed and displayed at or near the premises where it can be easily read by the passing public in the street, for a period of 21 days, 24 hours a day, starting on the day the application is lodged. The Licensing Section will email you to confirm the date you should display the public notice.
8. The Certificate of Compliance requires to be completed and returned to the Licensing Section only **after** the 21-day notice period is over.
9. Whilst processing the application, the Licensing Section will consult with the following: - Police Scotland, Environmental Health and local Councillors.
10. Your attention is drawn to the standard conditions attached to a booking office licence which are as noted on website.
11. The Licensing & Regulatory Committee may attach additional conditions to the licence as it sees fit, with each application being dealt with on its own merits.
12. If you have any further questions about the application process the Council's Licensing Team will be happy to assist you. Please note that whilst the Licensing Team can provide guidance, the team cannot offer you legal advice.

You can contact us by email.

Email: LicensingEnquiries@glasgow.gov.uk

13. For clarification on fire safety matters please contact your local Scottish Fire and Rescue Station.

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Privacy Statement: Licensing schemes administered by the Council's Licensing & Regulatory Committee

WHO WE ARE

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Its head office is located at City Chambers, George Square, Glasgow G2 1DU, United Kingdom, and you can contact our Data Protection Officer by post at this address, by email at: dataprotection@glasgow.gov.uk, and by telephone on 0141 287 1055.

WHY DO WE NEED YOUR PERSONAL INFORMATION AND WHAT DO WE DO WITH IT?

You are giving us your personal information to allow us to carry out our statutory functions in relation to licensed activities regulated by the Council's Licensing & Regulatory Committee. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

LEGAL BASIS FOR USING YOUR INFORMATION

We provide these services to you as part of our statutory function as your local authority. You can find more details of our role on our website at www.glasgow.gov.uk/privacy. Processing your personal information is necessary for the performance of a task carried out in the public interest by the council.

If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

We may also need to process more sensitive personal information about you for reasons of substantial public interest as set out in the Data Protection Act 2018. It is necessary for us to process it to carry out key functions as set out in law. In addition, we may also process data about any criminal convictions you may have. This is because we are required to ascertain the suitability of individuals to hold licences and, to do this, we may need to process information on an individual's criminal convictions.

WHO DO WE SHARE YOUR INFORMATION WITH?

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed internally to help us improve our services.

This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

We are required by law to enter personal information about applicants and other relevant persons on a public register of applications for licences. This register can be accessed by any member of the public. We may publish this register or extracts of the register online. We may also provide the register to other public bodies to support a national register of licences.

In processing an application for a licence or a complaint, we may need to refer you to our Licensing and Regulatory Committee. Your personal information will be included in the agenda, reports and minutes for the Committee. Some of this information will be published on our website. You can find out more on our website at www.glasgow.gov.uk/privacy

Licensing and Regulatory Committee meetings are held in public. At a meeting your personal information may be disclosed to those in attendance. This may happen even if you do not attend a meeting that you are invited to.

We will also share your personal data with other public bodies and statutory consultees as required by law.

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HOW LONG DO WE KEEP YOUR INFORMATION FOR?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at www.glasgow.gov.uk/rrds or you can request a hard copy from the contact address stated above.

YOUR RIGHTS UNDER DATA PROTECTION LAW

- **access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information** – you have the right to ask us to delete personal information about you where:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
 - II. you have a genuine objection to our use of your personal information – see *Objecting to how we may use your information* below
 - III. our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

INFORMATION YOU HAVE GIVEN US ABOUT OTHER PEOPLE

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Glasgow City Council. We will only use this information to carry out our statutory functions in relation to licensed activities regulated by the Council's Licensing & Regulatory Committee. If they want any more information on how we will use their information they can visit our web site at www.glasgow.gov.uk/privacy or email dataprotection@glasgow.gov.uk.

COMPLAINTS

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at dataprotection@glasgow.gov.uk or by telephone on 0141 287 1055.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

[If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at www.glasgow.gov.complaints](http://www.glasgow.gov.complaints)

MORE INFORMATION

For more details on how we process your personal information visit www.glasgow.gov.uk/privacy
If you do not have access to the internet you can contact us via telephone to request hard copies of our documents.

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