



Please return the claim form via email to: Claimsadmin@glasgow.gov.uk

Or alternatively post to:

Glasgow City Council (Claims Team)
PO Box 27098, Glasgow, G1 9EB

The information you provide on this form will be processed by Glasgow City Council (which is the 'data controller' for purposes of the Data Protection Act 2018 and the General Data Protection Regulations (GDPR)). The Council is under an obligation to manage public funds properly. Accordingly, information that you provide will be used to make sure all sums due to the Council are paid on time. In the event that your claim is successful, the Council reserves the right to offset from the settlement any debt owed by you to Glasgow City Council, including Council Tax Arrears. The information may also be used to prevent and detect fraud. It is also possible that this information may be shared for the same purposes with public bodies, including other Councils or other organisations which handle public funds.

I declare the information I have given in this form is true to the best of my knowledge and belief. I authorise the Council to make any necessary enquiries to check the information I have provided. I will tell the Council immediately if there are any changes to the above information.

Signature:		Date	
<p>If you provide false or misleading information we will investigate it and take appropriate action.</p> <p><i>Glasgow City Council has a duty to protect the public funds it administers and will use the information it holds for the prevention and detection of fraud. This includes the assessment and collection of any tax or charges.</i></p>			

Important information about your claim

Please make sure you read the following information, before filling in the claim form. If you do not fill in the form properly it will be returned to you. There might also be a delay in your claim being processed.

- **The information you have provided (and further information that may be supplied by you) will be used for the purpose of handling your claim. However Glasgow City Council has a duty to protect the public funds it administers and will use the information it holds for the prevention and detection of fraud. This includes the assessment and collection of any tax or charges. In the event that your claim is successful, the Council reserves the right to offset from the settlement any debt owed by you to Glasgow City Council, including Council Tax Arrears.**
- Although you may lodge a claim against the Council or if applicable, our Client, this does not mean you will automatically be paid compensation
- Whilst we appreciate that you may have suffered a loss of some kind, we are only able to pay claims when it is clear we have acted negligently. Incidents can happen that are not necessarily due to a negligent act by any person or organisation.
- Legally, the responsibility is on you as the claimant to prove your claim. This includes providing full details of the incident including accurate dates, locations and details of the incident to enable us to investigate the claim properly.
- **While we will endeavour to ensure that a decision is reached as promptly as possible, please be aware that Public Liability claims are not always straightforward and a full investigation will be carried out to establish if your loss occurred as a direct result of any fault or negligence on the part of the Council or if applicable, our Client. Depending on circumstance, it can take between three and nine months for a final decision to be arrived at.**

For these purposes, Glasgow City Council will share data both internally within the Council and externally with other organisations to the extent the law allows. The use of such data is compliant with the requirements of the Data Protection Act 2018, the General Data Protection Regulations (GDPR) and the guidance from the Information Commissioner.

- Do not dispose of any damaged property without the Council agreeing to this as this might affect your claim.

Useful tips to fill in your claim form

The more information you can give, the easier it will be for the Council to investigate.

If you don't fill in the claim form properly, there may be a delay in your claim being processed.

Section A – Personal Details			
Full Name:			
Full Address:			
Postcode:		Occupation:	
Phone Number:		Mobile Number:	
Email Address:			
<i>If you provide an email address, we will correspond with you via email, unless you advise otherwise</i>			
Section B – Incident Details			
Date of Incident:		Time of Incident:	
How did the incident happen? (Please use Appendix 1 to give more information if required):			
Where did it happen? (Please <i>be specific</i> and use Appendix 2 to provide a sketch if required):			
Direction of travel and, where appropriate, which lane the defect is situated in			
Details of any nearby landmarks such as house numbers, name or number of commercial premises:			
Nearby lighting column numbers etc:			
If applicable, please also describe the weather at the time of the incident, for example, snow, ice, heavy rain, dry, windy, bright sunlight and so on:			
Please tick <input checked="" type="checkbox"/> if you have supplied the following (<i>please provide as much as possible</i>):			
Internet maps		Sketches	
		Photographs of the defect itself	
			Photographs taken at longer range to show us the defect's location
Please tell us why you believe the Council is legally responsible for your loss:			
Did anyone witness your incident? Yes or No			
If Yes, please provide name and contact details:			
Did you involve the Police? Yes or No			
If Yes, please tell us the Police Station you reported the incident to and the Police Incident Number			
Station:		Police Incident Number:	

Section C – Vehicle Damage

The Council will only consider costs that are directly caused by this and will not pay any unrelated costs or those that existed before the incident occurred. Please enclose receipts, estimates and costs you have paid as a result of the incident.

Make and Model:			
Registration:		Mileage:	
Are you the owner or registered keeper of this vehicle? Yes or No		If no, please confirm the name of the owner or keeper:	

Damage to the vehicle (please enclose receipts, estimates, details of costs and so on):

I have included (✓):					
Receipts		Estimates		Details of costs	

Section D – Description of Loss or Damaged Item

(MANDATORY - if claiming for property loss / damage other than vehicular)

Please list any other losses caused because of the incident. This might be damaged or soiled clothes or possessions, loss of earnings and so on.

Description of item(s) lost / damaged	Date Purchased	Where Purchased	Original Cost of Item	Estimated Cost to Repair or Clean

I have attached (✓):	Receipts	Repair estimates
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Section E – Personal Injury

You have been asked for your date of birth and national insurance number to comply with the terms of the Social Security (Recovery of Benefits) Act 1997. The reason for this is that we, as a Council, might have to repay the Department for Work and Pensions any benefit or benefits paid to you, which are caused by the incident and, or injuries. We also might have to pay ambulance and / or hospital costs.

Full description of injuries resulting from the incident (state left or right where appropriate):

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Date of Birth:		National Insurance Number:	
Did you attend Hospital? Yes or No		Did you attend your doctor (GP)? Yes or No	

If yes, please provide full details including name and address of your doctor (GP) or hospital and date/time you attended:

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Section F – Other Information relating to the incident

Did you notify the Council of the incident? Yes or No	
If Yes, who did you contact and when?	
If the incident involved a defect, did you complain about this before the Incident? Yes or No	

By filling in and sending us this form does not mean Glasgow City Council is legally responsible for the claim or will have to pay compensation

I have signed the form on page 1 (✓)

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Appendix 1 – further information relating to how the incident happened

Continue on a separate sheet if necessary

Appendix 2 – further information relating to where the incident happened

Continue on a separate sheet if necessary

I have signed the form on page 1 (✓)

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Privacy statement for **Incident Claim and/or Motor Incident Claim**

Who we are:

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994 and having its chief office at City Chambers, George Square, Glasgow G2 1DU, United Kingdom. You can contact our data protection officer by post at this address, or by email at:

dataprotection@glasgow.gov.uk, or 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 assess eligibility to compensation following an incident you were involved in. 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 compliance with a legal obligation to which the council is subject.

We also need to process more sensitive personal information about you where this is necessary for the establishment, exercise or defence of legal claims.

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. We may also share your information with Insurance Companies, the Compensation Recovery Unit, Independent Motor Engineers, Independent Loss Adjusters, Trade Specialists and Audit Scotland. 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.

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 about you that we hold.
- **Correcting your information** - We want to make sure that your personal information is accurate, complete and up to date and 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 consider that we no longer require the information for the purposes for which it was obtained.
 - II. You have validly objected 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 require us to stop using your personal information for direct marketing purposes.

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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 about you that we hold or assessing the validity of any objection you have made to our use of your information. The 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 validly exercised, 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 in any of the ways set out 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 contact them in order to assist in the investigation of your claim. If they want any more information on how we will use their information they can visit our website 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.uk/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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