

Argyll and Bute Visitor Levy consultation survey

Businesses (downloadable version)

Scottish Tourism Alliance (STA) Submission

Consultation Document - Draft Argyll and Bute Visitor Levy Scheme

Foreword by the Council Leader, Jim Lynch

Argyll and Bute welcomes millions of visitors every year. Our visitor economy is vital to the area, and we have to be ambitious for its future. We also have to be realistic about funding its future.

Visitors expect and rely on public services that are used also by our communities. Waste, leisure, roads – these are just some of the services our visitors share with our residents.

With council budgets shrinking, funding for many of these shared services is at risk, especially as many are not the duty of a council to deliver.

The national Visitor Levy legislation is about local investment – raising funds to support a sustainable future for our visitor economy, and through that benefits for both visitors and residents locally.

Other areas in Scotland are considering a visitor levy to help them stay competitive as visitor attractions and to benefit their local communities.

We want people in Argyll and Bute to also have the chance to consider a levy for this area.

Could investment from a visitor levy be used to sustain and improve visitors' experience, and so keep people coming to Argyll and Bute? With less money to spend on public services, if Argyll and Bute doesn't have a levy, how else could services used by the visitor economy be funded long term? If the area has a levy, what would local people and businesses want it to be spent on to benefit them, and what support would businesses like as part of making that happen?

The earliest a visitor levy could be introduced in Argyll and Bute is 2027.

We are running a 12 week consultation exercise to give people the chance to consider and give views on a visitor levy. And we would encourage as many people as possible to take part from businesses, communities, tourism organisations and visitors.

You can find more information about a levy on our website, including answers to questions you may have, impact assessments, and links to other sources of information.

Overview

Our visitor economy is a key industry for Argyll and Bute. Visitors expect and rely on services that are used also by our communities. The national Visitor Levy (Scotland) Act 2024 gives the opportunity to raise investment to sustain these shared services, support the future of the visitor economy and deliver benefit both visitors and residents.

Argyll and Bute Council has developed a draft Visitor Levy Scheme to support tourism as a sustainable beneficial part of Argyll and Bute community life and economy.

With growing tourism pressures and shrinking public sector budgets we need to investigate options that could help raise income locally, to sustain public services needed and affected by the tourism industry and make improvements to the future delivery of tourism across Argyll and Bute. Many other Scottish councils are also considering implementing a Visitor Levy.

If Argyll and Bute Council introduces such a levy, which at the earliest will be early 2027, the money raised must be used specifically for the benefit of the visitor economy, such as towards making local facilities and services better. Local culture, events and festivals could also benefit.

What is a Visitor Levy and how much would it cost?

A Visitor Levy is a payment based on the cost of most types of paid, overnight accommodation. Most people paying to stay for an overnight visit to Argyll and Bute would have to pay the levy (exemptions are noted in the Act).

There are questions in this consultation about how much a levy should be, if we had one; and what you would like to see the million pound investment spent on.

There is also the opportunity to tell us if you disagree with a levy, and if so, how would you rather see the future of the visitor economy funded.

For FAQs see: Visitor Levy Guidance, www.visitscotland.org/supporting-your-business/advice/visitor-levy and Argyll and Bute Visitor Levy, www.argyll-bute.gov.uk/my-community/recreation-and-leisure/argyll-and-bute-visitor-levy.

What's next?

Our focus is on developing a scheme that would benefit visitors, residents and the visitor economy. We would therefore welcome your views on key aspects of the scheme, by answering these consultation questions.

The results of this consultation will be drafted into the required consultation report that will be discussed by councillors in the spring of 2025 and will help to decide whether the proposed Argyll and Bute Council Visitor Levy Scheme is changed, accepted or rejected.

In addition, an ongoing programme of communication and engagement with businesses and communities will be arranged over the formal 12- week consultation period, January to March 2025. Further information will be provided in due course on the council's Visitor Levy web page, see: Argyll and Bute Visitor Levy | Argyll and Bute Council.

Visitor Levy - why and how to get involved

People in areas across Scotland are considering a visitor levy and we want people in Argyll and Bute to have the same chance to consider one for here.

Investment from a visitor levy, if one was introduced, could benefit local communities as well as visitors - as many services used by visitors are shared with residents.

We are therefore running a 12-week consultation between January and April 2025.

The survey is anonymous but we do ask for your postcode to allow for geographic understanding of responses.

We appreciate you taking time to complete the survey and your responses are gratefully received. A copy of the Privacy Notice is included for your information at the end of this document.

This survey has up to 10 questions for you to complete.

Q1. Your postcode.

FK8 1JU
(registered
business
address)

Q2. Please advise on the size of your business

- ☐ Employ 1 member of staff (including yourself)
- ☒ Employ 2-9 staff
- ☐ Employ 10-49 staff
- ☐ Employ 50-250 staff
- ☐ Employ more than 250 staff

Q3. What sector does your business mainly operate in?

- ☐ Hospitality
- ☐ Retail
- ☐ Self-catering accommodation
- ☒ Tourism including visitor attractions
- ☐ Food and drink
- ☐ Leisure
- ☐ Event management
- ☐ Culture, heritage and creative industries
- ☐ Trades / construction / engineering
- ☐ Professional services
- ☐ Agriculture and forestry
- ☐ Vehicle and motor trade
- ☐ Domestic services
- ☐ Marine services
- ☐ Beauty / personal services
- ☐ Transport / distribution
- ☐ Education

☐ Manufacturing

☐ Public sector

☐ Charity

☐ Third sector

☒ Other (please specify):

The Scottish Tourism Alliance is the largest member organisation for tourism and hospitality businesses in Scotland and the leading representative body for the sector.

Q4. What is your approximate turnover?

☐ Up to £85,000

☐ £85,001 to £90,000

☐ £90,001 to £250,000

☐ £250,001 to £1 million

☐ Over £1 million

N/A – trade organisation

About Us

The Scottish Tourism Alliance (STA) is the largest and overarching trade body for the tourism and hospitality industry in Scotland. The organisation has the greatest number of tourism and hospitality members under its umbrella, more than any other national association or trade body in Scotland.

Its core membership comprises of over 250 trade associations, tourism and hospitality facing businesses, destination groups and other business organisations with an interest in tourism, including many from the critical supply chains that support the sector, food, drink, finance, transport, and training providers.

In total, an estimated 15,000+ businesses are connected to the STA from across all regions of Scotland. This includes representing hotels, restaurants, visitor attractions, pubs and bars, tour operators, conference and event venues, and outdoor activity providers across the country.

Argyll and Bute Draft Visitor Levy Scheme Strategic Objectives

The aim of the draft Visitor Levy Scheme is to sustain Argyll and Bute's status as an area of outstanding natural beauty, culture and heritage and to ensure that the impacts of a successful visitor economy are managed effectively for the area.

The draft scheme is based on turning levy investment into benefit for visitors and residents, through the tourism priorities set out in the Argyll and the Isles Strategic Tourism Partnership's Tourism Strategy 2022-2025 ([Argyll and Isles Strategic Tourism Partnership strategy](#)):

Extending the season and spreading visitors across the destination.

- Reaching new audiences: marine, coastal, cultural and outdoor tourism.
- Sustaining and improving the visitor offer.
- The journey towards net zero.

Q5. To what extent do you agree or disagree with the Visitor Levy Scheme objectives?

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
Extending the season and spreading visitors across the destination e.g. infrastructure, amenities, events and marketing	☒	☐	☐	☐	☐
Reaching new audiences: marine, coastal, cultural and outdoors tourism e.g. visitor product development, inter-island connectivity, step ashore facilities, showcasing producers, culture & heritage.	☒	☐	☐	☐	☐
Sustaining and improving the visitor offer e.g. transport options, destination investment (inc. toilets), support for individual tourism businesses to help them improve their products and services (e.g. grants, training, advice, toolkits).	☐	☒	☐	☐	☐
The journey towards net zero e.g. investment in sustainable tourism, business advice and support, low-carbon transport networks	☐	☒	☐	☐	☐

If there are other things you would like to see a Visitor Levy spent on please tell us here (1,000 characters):

In principle, the objectives support the priorities of the national tourism strategy. We welcome its focus on extending the visitor season, reaching new audiences, and using the revenue raised to directly support sector businesses in improving their offer and journey to net zero. There's potential to set monies aside to help businesses via match funding to invest in net zero transition (e.g. solar panels). We also welcome plans for accommodation providers to retain a percentage of what they collect.

However, it's hard to comment on these proposals without more detail, including how much revenue will be allocated to each core objective and activities, and fairly and tactically distributed across the mainland and islands.

With mounting financial pressure on local authorities, the industry continues to be vigilant that monies raised are treated as incremental and strategically invested to enhance the destination.

We would welcome the opportunity to comment on more detailed proposals on using the levy revenue.

To ensure the administration requirements of the Visitor Levy Scheme are kept to a minimum, and to maximise the revenues generated to sustain, support and develop the visitor economy, no local exemptions are proposed beyond those set out nationally as outlined in the Section 7, paragraph 7.2 of draft Visitor Levy Scheme or Sections 17 and 18 of the [Visitor Levy Guidance](#). For example, those with a disability would be exempt, those accompanying them would not be.

Q6. To what extent do you agree or disagree with this position on local exemptions?

- ☐ Strongly agree
- ☐ Agree
- ☒ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't know

Please provide commentary to support your response

The introduction of local exemptions continues to be a contentious issue, given the need to balance the potential administrative burden of managing any exemptions and the need to consider the individual circumstances in any given area.

However, we believe there a number of key areas that need more detailed impact assessment work undertaken to make an evidenced decision about whether certain local exemptions should be adopted under an Argyll and Bute visitor levy scheme.

Islands and remote, rural areas

Given that the Argyll and Bute area includes a number of island communities, careful consideration is needed about the impact of a visitor levy charge on residents and businesses that may need to stay overnight in other parts of the local authority area for medical reasons, business appointments, etc. or those who visit island communities for work and leisure purposes and must stay longer due to weather or ferry delays.

For example, pre-natal women from Islay and Jura are advised to spend up to a week prior to their due date on the mainland, with a visitor levy placing an additional cost burden on them at this key time. Tradespeople also regularly travel to the islands from the mainland and stay overnight for periods of time to support these communities.

Given the nature of lengthy construction and infrastructure projects and the need to bring in workers from outside local authority areas to deliver new affordable housing, developments in renewables, roadworks, improving digital access etc, a special exemption from paying the levy should be considered for workers in the area on longer-term contracts. For example, the essential Rest and Be Thankful work to prevent landslides required workers to stay locally for a prolonged period.

Where island communities are part of the local authority area like Argyll and Bute, it is particularly important to carry out detailed impact assessments and consider how the levy can be deployed differently to take into consideration the unique circumstances and additional cost pressures facing island residents, businesses and their visitors.

Businesses below VAT threshold

We would strongly urge Argyll and Bute to revisit the provision set out in the legislation to exempt accommodation businesses operating below the £90,000 VAT threshold from collecting a visitor levy. Since the visitor levy is treated as revenue, there is the potential that small businesses in the area will be pushed over the VAT threshold, along with facing an additional cost burden that includes credit card fees and online travel agent (OTA) commissions.

Many businesses in Argyll and Bute already work hard to keep themselves below this threshold, often closing for periods of time or reducing operation hours during the winter off-peak season to avoid reaching this ceiling. As a result, there is a risk some small businesses will have to close for even longer and open later in the visitor season, or close altogether if it no longer becomes financially viable to keep operating. This would have a knock-on impact on availability of visitor accommodation, which has already reduced since the introduction of the Short-Term Lets Licensing Scheme.

Charities and overnight stays for charitable purposes

The Argyll and Bute Council may also want to consider similar measures to the City of Edinburgh Council and introduce a discretionary site exemption for properties occupied by a charity or trustee of a charity, and overnight stays for charitable purposes. For example,

Hostelling Scotland, a registered charity, is offering free stays for disadvantaged young people and their families across its 29 youth hostels and 24 affiliate hostels across the country between September 2025 and June 2026.

Motorhomes and wild camping

We continue to have concerns that without measures to tackle the impact of motorhomes and people wild camping irresponsibly in our rural and island communities, adding an additional visitor levy charge on using an official registered site to stay overnight will exacerbate the issue. It is already the case that people are using these site services (e.g. washing facilities) without paying for the privilege.

We are hearing from businesses and residents across Scotland that the impact of motorhomes and irresponsible wild camping is causing far greater pressure on the local area and council services than other types of visitors.

Urgent action is needed to ensure that visitors wild camping and staying in motorhomes (off-site) are captured by a visitor levy to ensure a level playing field.

Argyll and Bute should first and foremost promote and encourage the use of official sites for those camping and travelling in motorhomes.

Q7. To what extent do you agree with the Argyll and Bute Council proposal to set the levy rate at 5%?

- ☐ Strongly agree - **go to Q10**
- ☐ Agree - **go to Q10**
- ☐ Neither agree nor disagree - **go to Q10**
- ☐ Disagree - **go to Q8**
- ☐ Strongly disagree - **go to Q8**
- ☐ Don't know - **go to Q10**
- ☒ I don't support a levy being introduced across Argyll and Bute - **go to Q9**

Please provide commentary to support your response

Introducing a successful visitor levy scheme is about the right application, right place and right time, if it is to act as a force for good that enhances our visitor offer and appeal. However, the STA believes none of these conditions of success are currently in place in Argyll and Bute and it should not proceed with introducing a scheme at this time.

A rush to introduce a visitor levy will damage the essential tourism and hospitality businesses that local economies rely on to support jobs and attract visitors.

Although the timeline to introduce a potential scheme in Argyll and Bute from January 2027 onwards is sensible, the current visitor levy scheme proposals and the questions asked in the business, visitor and resident surveys are lacking in the level of detail needed to make a proper informed decision about whether to proceed with a scheme.

We would consider these surveys as a pre-consultation stage rather than the formal consultation stage required to inform the decision about whether to introduce a scheme or not in Argyll and Bute.

Considering the difficult economic climate and the emerging complexity of the current charging model, we would urge Argyll and Bute Council to take a pause and instead use its time wisely to carry out detailed economic and island impact assessments, conduct a competitor analysis, and to continue to listen to the views of its local businesses by working closely with its destination management organisations, chambers of commerce and industry organisations.

Rather than waiting for the creation of the Visitor Levy Forum set out in the Visitor Levy (Scotland) Act, we would urge Argyll and Bute Council to create a Visitor Levy Reference Group that includes key industry representatives to help inform plans for a potential visitor levy scheme, which is the approach recently adopted by the Highland Council.

While time is being taken to investigate if it is in the best interests of Argyll and Bute to introduce a visitor levy at this time, the STA stresses that this should not mean a pause on ongoing work and core investment to support the tourism and hospitality sector, including crucial infrastructure investment.

Q8. If you do not agree with a levy being 5%, what rate would you consider is appropriate.

- ☒ The levy rate should be less than 5%
- ☐ The levy rate should be greater than 5%
- ☐ Don't know

Please provide commentary to support your response

The STA continues to make the case that in the interests of simplicity, transparency and competitiveness, the legislation should be altered to replace the percentage charging model with a banded fixed fee approach.

As local authorities begin consultation on levy implementation, it is evident that the existing percentage model introduces significant complexities, administrative burdens, and risk of inaccuracies.

We encourage Argyll and Bute Council and other local authorities to make a clear case to the Scottish Government about why a banded fixed fee approach would be their preferred option.

The STA remains opposed to the introduction of a visitor levy in Argyll and Bute at this time. We are concerned that setting the percentage rate any higher than 5% risks causing

substantial damage to the tourism and hospitality sector in the area and wider Scotland. It is important to keep in mind that 20% VAT will be applied on top of the visitor levy charge, increasing a 5% visitor levy to effectively 6%.

There is a tipping point that visitors will be unwilling to pay. We're now at a pivotal stage where the prospect of prices rising even further is not acceptable for consumers or businesses any time in the near future, which will further exacerbate the decline we are experiencing in domestic visitors and the ability of those on lower incomes to take breaks.

The UK is already one of the least competitive destinations on price when it comes to VAT and Air Passenger Duty, resulting in the UK already being ranked 116th out of 117 countries in the world as most expensive.

We continue to hear concerns that the quality of our product offer does not meet the prices being charged and remain worried about the detrimental impact a visitor levy will have on the competitiveness of inbound tourism. There is genuine concern that we are on the cusp of being too expensive to visit compared to other destinations.

We must also keep in mind that in the rest of the UK, Manchester hotel guests are charged just a £1 per room, per night visitor fee. While under Welsh Government proposals, there will be a £0.75 per person, per night fee for those staying at campsites (pitches) and hostels, and a £1.25 per person, per night charge for those staying in all other visitor accommodation types. Most UK competitors currently charge no visitor levy at all.

It is in the interests of Argyll and Bute to be competitive on price. There are concerns among the local business community that the introduction of a visitor levy will lead to less visitors and reduced occupancy. Raising the percentage any further will lead to an even bigger drop in occupancy.

However, we understand that the percentage rate charged must be balanced with raising a substantial amount of money that can be effectively invested in strategically enhancing and developing the area's tourism and hospitality offer.

It is crucial that industry and local authorities work closely together to implement a charging model that balances raising a substantial enough amount of money to invest in improving the sector and avoiding causing unnecessary harm to accommodation businesses and the competitiveness of Argyll and Bute and wider Scotland.

Q9. If you do not support a levy, how would you suggest that investment in our tourism infrastructure and services is paid for?

Please provide commentary to support your response.

The STA remains concerned that local authorities will see the visitor levy as a way to replace existing funding for the tourism and hospitality sector, rather than treating levies raised as incremental and for furthering growing and enhancing its visitor offer to attract more people to stay and spend in the local economy.

To look at other ways to further invest in tourism infrastructure and services, in addition to current council spending, alternative income sources include through the Business

Improvement District (BID) model, or adopting a similar Accommodation Business Improvement District (ABID) initiative like Manchester, which is only charged by hotels with a rateable value of £75,000 or more, and within Manchester city centre and a small adjoining part of Salford.

The STA is also actively considering whether QR code technology could instead be used to charge visitors, removing the burden on accommodation providers to collect and remit the levy on behalf of local authorities. There is also the option to introduce voluntary donation points, which place QR codes at key strategic location points that ask visitors to contribute to enhancing local tourism infrastructure.

Q10. Do you think there should be a cap on the number of nights of accommodation that a visitor should pay a levy?

(Please refer to section 11 of the Visitor Levy Guidance here for background information)

- ☐ Yes
- ☐ No
- ☒ Don't Know

Please provide commentary to support your response

The introduction of a cap on the number of nights of accommodation has both pros and cons.

Pros

A cap helps to reduce the costs facing festivals and events hosting events across a longer period, ensuring performers, technicians, etc. do not face additional costs when there are already pressures concerning the price and availability of accommodation during busier visitor periods. It also supports television and film opportunities in the local area, reducing the production cost-burden of hosting actors and crew in local accommodation.

A cap would also benefit groups of workers from outside the local authority that need to stay for long periods of time, e.g. to support construction, roads, infrastructure and renewables projects.

A cap on the number of nights that the levy applies has the potential to encourage people to stay longer if the charge is applied on a limited number of nights.

Cons

We are hearing from online booking platforms that the application of a cap on the number of nights the levy applies in Edinburgh is a logistical challenge for developers and a solution is still being sought how to resolve this issue. We would urge Argyll and Bute Council to closely follow how this issue plays out in Edinburgh to inform a decision on introducing a cap.

Greater efforts would also be needed around communication of a cap, including that a stay in the local area would need to be across a continual period and would not apply if staying overnight outside the local authority at points during a trip.

Tactical application of levy

In addition to considering a cap, Argyll and Bute Council should consider whether not to apply a levy at different times of the years or in certain parts of the local authority boundary to tactically deploy the visitor levy to attract visitors during the low visitor season and encourage greater dispersal of visitor activity to less busier parts of their boundary to support sustainable tourism.

There is also the potential to not apply the levy to make visiting cheaper at certain times and potentially extend the visitor season.

Not applying the levy all year will also help support some small accommodation businesses to not go over the £90,000 VAT threshold.

Q11. What set-up and/or operational support for your business would you welcome, if a Visitor Levy Scheme is agreed?

Please provide commentary to support your response.

If Argyll and Bute Council proceeds with introducing a visitor levy scheme, we would welcome ongoing discussions about how to reduce the burden on accommodation businesses, including:

Charging model

- The STA appreciates the support of Argyll and Bute Council in making the case to the Scottish Government to revisit the Visitor Levy (Scotland) Act and the need to be open to moving from a percentage to a banded fixed fee charging model that will be simpler to calculate for businesses.
- The STA is also actively looking at whether QR code technology could make collection of the levy simpler, removing the need for accommodation providers to administer this charge.

Administrative burden

- We welcome that business cost recovery is factored into Argyll and Bute Council's plans. However, we would encourage the council to carry out a detailed cost estimate for accommodation providers setting up and administering the visitor scheme to gauge an appropriate amount to help meet the additional costs they will face from collecting a levy.
- As previously mentioned, Argyll and Bute should undertake a detailed assessment to ascertain whether to exempt accommodation providers below the VAT threshold from having to collect a levy.

Clear guidance and timelines

- The STA urges Argyll and Bute to give businesses an 18-month lead-in period to start collecting a visitor levy, as was the original intention in the legislation.

- Accommodation businesses, along with destination management companies, tour operators and booking platforms need as much time as possible to successfully begin collecting a levy and for there to be enough time to publicise its introduction to visitors.
- If Argyll and Bute Council decide to proceed with a visitor levy scheme, then this should be accompanied from the outset by a clear timeline setting out dates for businesses to begin transitioning to collecting a visitor levy, including factoring in the lead-in times for the travel trade.
- This should be accompanied by clear guidance for businesses about how they calculate, apply and collect a visitor levy, working closely with industry to identify any issues and solve them well in advance of a scheme going live.

Visitor Levy Forum

- We urge Argyll and Bute Council to ensure that its Visitor Levy Forum has a central role in informing the final decisions made about how the levy is spent and reviewing the scheme, acting as a crucial safeguard that the levy money raised is spent as the legislation intends and that it benefits the businesses who have the burden of collecting the charge.

Reviewing impact on business

- There is a need to carry out detailed impact economic, island and competitor assessments and consider how the levy can be deployed differently to take into consideration the unique circumstances and additional cost pressures facing island residents, businesses and their visitors.
- The Council and Visitor Levy Forum must work together on a regular six-month basis during the first 18 months of implementing a scheme to monitor if it is causing any damage to the sector and its businesses.
- After being in place for a year, a topline review is needed in conjunction with industry to gauge whether the scheme should remain in place, while the three-year scheme review period is another opportunity to evaluate this decision.
- We strongly recommend that all local authorities should continue to be open to the possibility that they may want to withdraw a visitor levy scheme if it's not working effectively for their area, local businesses and the wider tourism sector, ensuring there are mechanisms in place to pause or end its scheme.

On completion this survey should be scanned and emailed to abvl@argyll-bute.gov.uk or printed off and posted to Visitor Levy, Argyll and Bute Council, Kilmory, Lochgilphead, Argyll, PA31 8RT.

**Thank you for taking the time to complete this survey.
Your thoughts and views are gratefully received.**

Visitor Levy consultation - Privacy Notice

A new data protection law was introduced on 25th May 2018. As a result, we've updated our Privacy Notices to make it easier for you to find out how we use, process and protect your information.

Your Personal Data

Argyll and Bute Council will act as the 'Data Controller' for the personal data you provide to us. The Data Protection Officer, who is responsible for ensuring personal data is managed in accordance with data protection legislation, can be contacted as follows:

Data Protection Officer, Argyll and Bute Council, Legal and Regulatory Support, Kilmory, Lochgilphead PA31 8RT. Email: data.protection@argyll-bute.gov.uk

Telephone: 01546 605522

Why do we need this information?

You have chosen to engage with the Council about this consultation which will allow the assessment of feedback on the Council's draft Visitor Levy Scheme to support the preparation of a report to be presented to Members on the Scheme.

The lawful basis for collecting your information in these circumstances is that:-

- the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

What we will do with your information?

We will share your consultation response and any personal information contained in it with a limited number of Council employees who are members of the Visitor Levy Officers' Working Group.

Your data will be stored on servers located within the United Kingdom.

How long will we keep your information?

Your consultation response and any personal information contained in it will be kept until the requirement for the first review which is a period of 3 years.

Automated Decision Making

No automated decision making will take place.

Your Rights

When you provide information to the Council, you will have the following rights:

- to withdraw consent at any time, where the legal basis specified above is consent (not applicable)
- to lodge a complaint with the Information Commissioner's Office – see below for details
- to request access to your personal data – please contact the Data Protection Officer if you wish to submit a request.
- to data portability, where the Legal basis specified above is i) consent or ii) performance of a contract (not applicable)
- to request rectification or erasure of your personal data, as far as the legislation permits – please contact the Data Protection Officer and provide details of what data you wish to be rectified or erased.

You can find out more about your rights in relation to data protection here: www.argyll-bute.gov.uk/data-protection or from the Data Protection Officer by telephone or in writing, as detailed above.

Information Commissioner's Office

The ICO is the UK's independent body set up to uphold information rights.

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk

The Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0303 123 1115

Email: Scotland@ico.org.uk