

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us.

We collect personal data to help us work with you and to understand, plan and provide the Adult Social Care services you need.

Date of Issue: 27 April 2018

Update History:

Version 1	First issue of a new Privacy Notice
Version 2, 25 May 2018	Updated to include reference to "Opt out" of the council recording NHS number.

Directorate: Communities
Service: Adult Social Care

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

James Gore AMBCS BA

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

What data will we collect about you?

When you come into contact with the Council's Adult Social Care service, we collect basic information such your name, address and next of kin.

We may also hold other information that you have given us, such as:

- A record of contact we have had with you in case we need to refer back to it
- A record of your needs, including an NHS number
- Information about what care you receive
- Relevant medical information
- Other relevant information from your family or carers

What will we use your data for?

We will use your data to assess your needs, and to help work out what services we need to arrange for you.

As well as the direct care and support Adult Social Care provides you with, you may receive care from different individuals and organisations, outside the Council. These may include your GP, the wider health service and a range of providers that offer support, depending on your circumstances.

The information you give us may be used in a number of ways such as:

- helping to work out and plan the services you need
- telling the people who provide the services about your needs so that they can provide you with the right help
- checking the cost and quality of care you receive and looking at any concerns you may have about your providers or those that care for you

Who will see your data?

To make sure that we all work together for your benefit, we may need to share information about you with other organisations.

Your data will be seen by council employees who have direct involvement in your care and also by those managing and overseeing those employees. When required, we will also share information with a range of other statutory bodies in order to ensure you are supported and cared for.

Your information may be shared with:

- Health services, including your GP
- other Council services
- Police or Fire services, should there be a risk to your wellbeing that would make contact with them appropriate
- charities, providers and caring organisations that might provide services to help you

However, we will only share what others need to know so that they can provide you with appropriate services.

We will not usually share your information with family members or friends unless you have given us permission, but if your wellbeing is at risk we may have to do so to keep you safe.

Your NHS number is accessed through an NHS service called the Personal Demographic Service (PDS). Adult Social Care sends basic information such as your name, address and date of birth to the PDS in order to find your NHS Number. Once retrieved from the PDS the NHS Number is stored in the Council's adult social care case management system. You can 'opt-out' of the use of your NHS Number within the council's social care system upon request. However, if you choose to 'opt-out' then the benefits that it brings may not be realised in terms of the provision of care.

You can read more about how the PDS is used to share your data on the NHS website: <https://digital.nhs.uk/services/demographics/personal-demographics-service-fair-processing> .

Why do we do this?

West Berkshire Council is processing your data in line with its statutory duties, outlined in the Care Act 2014.

Processing is also necessary in the public interest; in other words, as a public authority, West Berkshire Council runs an Adult Social Care service to protect the people who live within the district.

Processing may also be occasionally necessary in the "vital interests" of individuals – this means that where someone could be seriously harmed if it didn't act, the Council is under an obligation to do what is necessary to protect them.

There's more information on your rights as a data subject below (see "Your Rights").

How long will your data will be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on electronic databases and networked storage with restricted access designed for social care, and will be protected from unauthorised access using up-to-date technical and organisational security measures.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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