

ADULT SOCIAL CARE and SUPPORT SERVICES

Your Privacy Information

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

Your Information

The following privacy notice applies to the adult social care and support services provided by South Gloucestershire Council including mental health services provided in partnership with Avon and Wiltshire NHS Partnership Trust.

The services process personal information in order to carry out basic administration and delivery of adult social care and support services in community and residential and health care settings either directly or jointly with partners, and commissioned private and 3rd sector providers. This includes:

- Assessing the physical and mental health, learning and behavioural, financial social care needs, as appropriate, of adults and or their carers / designated representative / holders of Power of Attorney / Court Appointed Deputies, and providing the appropriate care package if required
- Assessing the mental health care needs, including in specific circumstances the Deprivation of Liberty, of service users and or their carers and providing the appropriate care package if required
- Maintaining our own accounts and records
- Supporting and managing our employees
- Awarding and managing contracts with social care providers as commissioned by us and to ensuring the quality of care to our service users
 - Shaping the current and future social care provider market by consulting with service users and/or their carers/representatives
- Providing "signposting" services for adult social care-related advice and guidance
- Providing a complaints service if things go wrong
- Safeguarding vulnerable adults
- For the prevention of crime
- Compliance with regulatory and inspection regimes (e.g. Ofsted and Care Quality Commission), including providing anonymised statistics

You should be aware that the information we have been provided with in relation to the above service includes special data about your health.

We have made sure we will use your information according to the UK Data Protection laws by establishing that we are undertaking our public tasks as described in the Care Act (2014), the Mental Health Act (2007) and the Mental Capacity Act (2005) and associated statutory guidance.

With regard to the COVID-19 Vaccination Programme, the Department of Health and Social Care is rolling out a COVID-19 Vaccination Programme based on cohorts meeting specific criteria. In order to ensure you are given the opportunity to take up this vaccination we may share minimum and proportionate information about you to our NHS partners. Your rights under Data Protection Law remain unaffected.

Personal information collected and lawful basis

The Adult Social Care service process personal information, which is relevant to individual cases but may include some but is not limited to:

- Personal details – e.g. name / age / address / school / and family details
- Contact information – e.g. telephone numbers / email address
- Personal Reference Numbers – e.g. Social Care unique customer reference number / National Insurance Number / NHS number. This is to ensure that we are using the same number between organisations in order to identify you.
- With regard to the NHS number this is accessed through an NHS service called the Personal Demographic Service (PDS). We send basic information such as your name, address and date of birth to the PDS in order to find your NHS number so that we can add this along with other information we hold about you on the Council's adult care case management system.
- Employment, education or training details
- Financial details – for funding assessment purposes
- Lifestyle and social circumstances
- Opinions and decisions
- Records of complaints
- Safeguarding reports
- Visual images, personal appearance and behaviour

We may also process some special category (sensitive) information, which is relevant to individual cases but may include some but is not limited to:

- Physical or mental health details
- Racial or ethnic origin
- Religious or other beliefs
- Offences (including alleged offences), criminal proceedings, outcomes and sentences
- Political affiliation / opinions
- Sexual orientation

The legal bases for processing this personal information are:

- Compliance with a legal obligation
- Contract for the supply of services
- Consent
- Legitimate interests for the purposes of managing employees

How we'll use your information

We'll use your information to provide the above service you have requested whilst complying with the established lawful conditions.

Who we can share your information with?

We may need to share the personal information you have given to us or we've collected about you with partner organisations where relevant to the individual and/or their care provision. These include but are not limited to:

- Police and probation service
- Department of Health and Social Care
- Health Services – GPs, Dental Practices, Opticians, Ambulance Services, Hospitals, Avon and Wiltshire (NHS) Partnership Trust, North Bristol NHS Trust, University Bristol Hospital NHS Trust, Clinical Commissioning Groups (CCGs)
- Regulatory inspection regimes – Care Quality Commission, Ofsted
- Statistical, anonymised data is shared with NHS Digital
- Schools/colleges
- Housing Agencies and providers
- Commissioned Advocacy providers
- Care Home and other social care providers
- Utility companies
- Representatives who act on your behalf should you lack the mental capacity to make decisions regarding your care. Including but not limited to:
 - Independent Mental Capacity Advocate (IMCA);
 - Those with Lasting Power of Attorney
 - Court Appointed Deputy
 - Nominated representative/nearest family member
 - Other family members who have an interest in your mental health and care
 - Court of Protection

- Office of the Public Guardian
- Department for Work and Pensions (DWP)
- Home Office
- HMRC
- Banks and building societies
- Credit reference agencies
- Adult Safeguarding Board
- Appropriate adult and children's social care team(s)
- Other South Gloucestershire Council services as appropriate including Legal Services, Local Government & Social Care Ombudsman

We have specific data sharing agreements in place with local agencies and sometimes the law requires that we may have to pass your details on to a third party, for example, to prevent crime.

Information will only ever be shared when it is strictly necessary to help us provide effective services and you may have the right to refuse. We will not pass it onto any other parties unless required to do so by law or in all reasonable circumstances the disclosure is fair and warranted for the purposes of processing or subject to a legal data protection exemption.

How long we'll keep your information

We'll keep your information for as long as you have a relationship with us. Specific information relating to this service will be retained according to the relevant record retention schedule which can be found [here](#). We may retain anonymised information about the service we provided to help us improve our services in the future.

Transferring your information overseas

Your information is not transferred and stored in countries outside the UK or the European Economic Area (EEA) for the provision of this service.

Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it. If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us

at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.