

Privacy Notice

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

This notice applies to potential, current and former users of the service. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of Issue: June 2022

Update History:

	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.
Version 3, 28th Jan 2022	DP Officer contact details updated
Version 4, 23 rd June 2022	Further details of legal basis added

Directorate: People
Service: Adult Social care

About the Organisation

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

Contact Address:

West Berkshire District Council
Market Street
Newbury
Berkshire
RG14 5LD

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

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
<https://www.westberks.gov.uk/dpofficer>

THE PERSONAL DATA WE HOLD ABOUT YOU

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.

WHAT DATA WILL WE COLLECT ABOUT YOU?

Most of the personal information we process is provided to us directly by yourself in various formats, for example, by letter, email, telephone, in face-to-face meetings, visits to your home or online forms.

We may also receive information about you from third parties such as:

- family members
- hospitals
- GPs
- nurses
- carers
- Commissioning Care Groups (CCGs)
- NHS Trusts
- hospices
- schools and colleges
- private and voluntary organisations such as advocacy services, parent and carer organisations (such as MENCAP) and so on
- other local authorities
- Police

We currently collect and process the following information:

- name
 - age and date of birth
 - address
 - contact information (telephone number, email address etc)
 - gender
 - nationality
 - children's personal details and contact information
 - next of kin personal details and contact information
 - financial information (such as, bank details, income, benefits)
 - visual images
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We also collect the following special category information:

- racial/ ethnic origin
- religion
- sexual orientation (this is optional, and you can decide to withhold this information)
- information included in referrals to and from other organisations
- lifestyle and social circumstances
- employment and education details
- housing needs

Medical information including:

- admissions to medical facilities
- alerting information (relating to the person's medical information)
- allergies
- details of medical appointments and assessments
- care plan (including interventions and problems)
- deprivation of liberty safeguards (DOLS) and other safeguarding information
- early interventions
- health promotion information
- information relating to medications
- preventative medical procedures
- details and results of medical procedures and events (including discharge and diagnoses)
- risk management plans
- risks and warnings relating to medical issues

Criminal offence data will be processed under the 28 conditions of Schedule 1 of the [Data Protection Act 2018](#) which are available for the processing of criminal offence data. These are set out in paragraphs 1 to 37. You will be told where this is used.

WHAT WE WILL USE YOUR DATA FOR?

We will use your data to understand, plan and provide the Adult Social Care services you need.

PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

Why we use your information	Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing the information is
<p>West Berkshire District Council is processing your data in line with its statutory duties, outlined in the Care Act 2014.</p> <p>Processing is also necessary in the public interest; in other words, as a public authority, West Berkshire District Council runs an Adult Social Care service to protect the people who live within the district.</p> <p>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.</p> <p>Where a service or information request requires you to submit further personal information, a separate privacy notice will describe how we will use that data.</p>	<p>Vital Interests: Article 6d of the GDPR namely the processing is necessary in order to protect your vital interests or those of another person.</p> <p>Public Task: Article 6e of the GDPR namely 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 Council.</p> <p>For special category personal data the lawful basis we rely on for processing the information is Article 9 UK GDPR:</p> <ul style="list-style-type: none">• (a) Your consent• (g) Processing is necessary for reasons of substantial public interest• (h) Processing is necessary for provision of health or social care treatment <p>You can read the guide to lawful basis for processing special category data on the Information Commissioner's Office website</p>

SHARING YOUR PERSONAL 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.

The national data opt out was introduced on 25 May 2018 to allow you to opt out from the use of your data for anything other than your individual care and treatment. This will prevent it being used for research or planning purposes as listed above. The opt out is in line with the recommendations of the National Data Guardian in the [Review of Data Security, Consent and Opt-outs](#).

The national data opt out applies to the NHS and some of the activities of the council. If you are happy with use of your data for research and service planning, you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

Health agencies and councils must check the NHS national data opt out system before using your data for research or planning.

You can change your national data opt out choice at any time by using [the online service](#) or by clicking on Your Health in the NHS App, and selecting choose if data from your health records is shared for research and planning.

We may also share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

HOW LONG WILL YOUR DATA 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 District Council's retention schedule <http://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.

YOUR RIGHTS

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
 - **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
 - **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
 - **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
 - **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
 - **Request the transfer** of your personal information to another party.
 - **Withdraw consent** to the processing of your personal data at any time, where processing is based on your consent. To withdraw your consent, please contact our Data Protection Officer using the contact details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.
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HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK or by an international organisation.

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.
