

Adult Services Privacy Notice

This privacy notice tells you what to expect when the Vale of Glamorgan Council collects your personal information in relation to Adult Services. It covers your contact with the Council and its officers via face to face conversations, telephone, email and written communication. This privacy notice applies to the following services provided by Adult Services:-

- All Social work teams who undertake assessments for care and support; including:
 - Intake and Assessment team based within our Contact Centre
 - Long Term Care Services
 - Hospital social work team
 - Occupational Therapy Team
 - Adult Learning Disability Services,
 - Mental Health Teams
 - Adult Autism Team

- Day Services Provision for those who need support, including:
 - Elderly
 - Physical disability
 - Learning Disabilities

- Other directly provided services including:
 - Adult Placement Service
 - Residential Care Homes, operated by the Vale of Glamorgan Council
 - Vale Community Resource Services, providing reablement domiciliary care

- Other support functions including:
 - Social Care Workforce Development Team
 - Community Care finance

The Vale of Glamorgan as Data Controller will be responsible for collecting and processing Health and Social care information that you provide us under Lawful Processing of the General Data Protection Regulations:

- Article 6(1)(a) – you have given clear consent for us to process your personal data for a specific purpose;
- Article 6(1) (e) – ‘for the performance of a task carried out in the public interest or in the exercise of official authority...’;
- Article 9(2) (h) - for the purposes of..... ‘medical diagnosis, the provision of health or social care treatment or the management of health and social care systems...’.

Processing in this context means the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies necessary for tasks to be carried out in the public interest or for the provision of social care.

Information we collect

When we have contact with you either in person, by phone, email or any other form of communication we may need to collect and store the personal information about you or your family provided so that we can offer the appropriate service. The types of information we that may be required from you as a minimum will include:

- Name
- Address
- Date of birth
- Contact information
- Telephone number
- Email address
- Financial information
- Occupation
- Personal references
- Family composition and social circumstances
- Other agencies referrals
- Assessment needs
- Education
- Criminal history
- Any other case file information we record to provide a service to you

We may collect and share additional information known as 'special categories of personal data' where appropriate including:

- Health information (GP/Health Visitor/District Nurse involvement)
- Race
- Gender
- Sexual orientation
- Ethnic origin
- Religion
- Genetics
- Biometrics (where used for ID purposes)
- Mental capacity assessments

What do we use your information for?

- To enable us to carry out statutory and non-statutory social care functions for which we are legally responsible;
- To allow us to communicate and provide services appropriate to your needs;
- To gather information which informs planning and service delivery decisions;
- To inform assessments undertaken by our service areas;
- To process financial transactions;

- Where necessary, to safeguard people to protect them from harm or injury;
- To conduct research or statistical analysis that allows us to target and plan the provision of services;
- To identify residents/users for notifying them of proposed or planned changes to services that may affect them;
- To assist the Council in responding to emergencies or major accidents. This allows the Council, in conjunction with the emergency services, to identify citizens who may need additional support;

What is the source of your personal data?

In most cases, we will obtain your personal data directly from you or from other agencies and authorities such as:

- Police
- Other councils
- Health Boards
- Other organisations

Who your information may be shared with (internally and externally)

We operate joint arrangements for information sharing between local authorities, using information databases.

To meet our statutory obligations as well as to provide you with a service where appropriate we may need to share the information you provide us with other professionals such as-

- General Practitioners and other Health Agencies (including Hospitals, Mental Health trusts);
- Commissioned providers of services;
- Other commissioned services such as transport providers;
- Internal departments within the Vale of Glamorgan Council;
- Government Departments including the Department for Work and Pensions, the Department of Health and Social Care, the Ministry of Housing, Communities and Local Government, the Ministry of Justice or the HM Courts and Tribunals Service;
- Police;
- The Fire and Rescue Service;
- Probation;
- Other Local Authorities (Children and Adults Social Care and Education Departments);
- Youth Support Services;
- Schools.

We will only share your information with internal departments and other service providers, contractors and/or partner bodies where it is necessary:-

- To comply with a legal obligation;
- To provide you with a service you have requested;
- To safeguard yourself and others;

- Where permitted under Data Protection law;
- Where the disclosure is necessary for the purposes of the prevention and/or detection of crime;
- For research purposes (with consent);
- Where it is necessary to allow a third party working with for on behalf of the Council

We will strive to ensure that any personal data in our care will be kept safe and that where your information is disclosed to a third party, we will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

We will not use your personal data for third party marketing purposes without your prior express consent.

How long will we keep your information?

We will only retain information for as long as it is required. A copy of the Council's retention schedule is available on:

https://www.valeofglamorgan.gov.uk/en/working/adult_and_community_learning/Get-Back-on-Track/Website-privacy-notice.aspx

Information Security

We recognise that the information you provide may be sensitive and we will respect your confidentiality. We keep information about you confidential. This means we store it securely and control who has access to it. We will not store any information where we are not legally required to do so.

Data Transfers

All the information you provide us is held within the European Economic Area (EEA).

Your rights

The Council tries to be as open as it can be in terms of individuals exercising their rights regarding their personal data, including the rights of access, rectification, erasure, restriction, data portability, objection and those related to automated decision-making. Individuals can find out if we hold any personal information by making a Subject Access Request under the General Data Protection Regulations 2018 and the Data Protection Act 2018.

You can make a request to the Council for any personal information we may hold about you by:

Emailing the FOI Unit team - FOIUnit@valeofglamorgan.gov.uk

The information will be provided to you free of charge.

Your right to make a complaint

The Council tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you want to make a complaint please contact the following:
The Complaints Officer
Dock Offices
Subway Road
Barry
CF63 4RT

Data Protection Officer

The Council's Data Protection Officer can be contacted at the following address:

FOI Unit
Civic Offices
Holton Road
Barry
CF63 4RU

Email – DPO@valeofglamorgan.gov.uk

Information Commissioner's Office

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

If you would like to know more about your rights under the Data Protection law, and what you should expect from us, visit the Information Commissioner's website. If you have any concerns regarding our privacy practices or about exercising your Data Protection rights, you may contact the Information Commissioner's Office:

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

Telephone: 0303 123 1113 or 01625 545 745

Email: casework@ico.org.uk

A full list of what information we control and process and for what purposes is set out in our notification with the Information Commissioner's Register of Data Controllers. Our registration number is Z4683754. You can view our registration on the Information Commissioner's website.