

Vale of Glamorgan Council
Directorate of Social Services
Privacy Notice



Privacy Statement

On behalf of the Welsh Government, the Vale of Glamorgan Council's Directorate of Social Services is administering the Unpaid Carers Financial Support Payment and will only use the information you give us for the purpose of processing your claim for payment under this scheme. We will look after your personal information securely and will adhere to data protections legislation. We will not give personal information about you or any personal information you may provide to us in relation to other people to anyone else or another organisation unless we have to by law or we are authorised to do so by you.

The personal data we collect from you will be held and shared with other organisations, as set out below, so that we can comply with our legal obligations. This is necessary for the performance of a task carried out in the public interest and in exercise of official authority as vested in the Unpaid Carers Financial Support Payment. The Vale of Glamorgan Council is the data controller for the personal information you may provide.

How do we collect your personal information?

Personal information may be collected by:

- Email
- Telephone
- Face to face (via our employees)
- Online portal
- Completion of the claim forms provided for the Unpaid Carers Financial Support Scheme

What information do we collect from you?

We collect:

- Your name
- Address and post code
- Your National Insurance Number
- Bank Account details
- Details of the payment to be made to you

We may require further evidence of any of the above, , birth certificate, marriage certificate, passport.

Who might we share your information with?

Our software providers may also store your information, but only on our instructions. They will not use it for any other purpose, and they will have to hold it and treat it in the same way we would.

We may share your information with other departments within the Vale of Glamorgan Council, Welsh Government, Department of Work and Pensions, and Data Cymru (a local government company) who will undertake checks to ensure that no duplicate payments have been made, and/or third parties, which may include the Police or other Government Agencies, where the information is requested for the prevention and detection of crime. This information is requested solely to comply with the Council's statutory duties.

The information will not be used for any other purpose. All staff who deal with such information are advised that it is a criminal offence to disclose or make use of any information provide under the terms of their request.

What we do with the information?

We use if for the purpose of assessing your eligibility for payment under the Unpaid Carer Financial Support Payment. We will not use if for any other purposes without your consent, or without telling you first.

Sometimes we have to give it to other authorities, organisations or people. This would be for the prevention and detection of crime or because of legal matters, for example. We do not need your consent to do this, but, if we can, we will inform you if we have passed your information on.

How long do we keep hold of your information?

We will keep your data for seven financial years. This is in accordance with current legislation.

How can I access the information you hold about me, find out further information on privacy rights, or raise a concern?

Email the Data Protection Officer at FoiUnit@valeofglamorgan.gov.uk

Visit the website www.valeofglamorgan.gov.uk

Write to:
The Data Protection Office
Vale of Glamorgan Council
Civic Offices
Holton Road
Barry
CF63 4RU

Your rights

You are entitled to request a copy of any information that we hold about you. Any such requests must be made in writing.

If the information we hold about you is inaccurate, you have the right for this to be corrected and you have the right to request completion of incomplete data.

You have the right to request the deletion of your personal data in certain circumstances ('right to be forgotten').

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

If you are dissatisfied with how the Council have used your personal information, you have a right to complain to the Information Commissioner's Office at

Email casework@ico.org.uk

In writing Information Commissioner's Office
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

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

Telephone 029 2067 8400
0303 123 1113 (local rate)
01625 545 745 (national rate)