

# Privacy notice – Adult Social Care

## Who We Are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: [information.request@shropshire.gov.uk](mailto:information.request@shropshire.gov.uk)

## How Do We Collect Information From You?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

## What Types Of Information Do We Collect From You?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

## Details Of Information Obtained From Third Parties?

If you are receiving support from Adult Social Care, then the NHS may share your NHS number with Adult Social Care. This is so that the NHS and Adult Social Care are using the same number to identify you whilst providing your care. By using the same number, the NHS and Adult Social Care can work together more closely to improve your care and support.

## How Is Your Information Used?

If you approach the Council for help we will need to process your information to meet our statutory duties to you as outlined in legislation such as the Care Act, Mental Capacity Act and Mental Health Act.

We collect your personal information for the following purpose(s):

- Provide you with the information and advice
- Assess your current needs and how best to meet them
- Understand your previous health care and support
- Make sure your support is safe and effective and ensure the care you are receiving is meeting your needs
- To work with Partners to ensure you get the best possible service and commission other services where appropriate. Sharing your information means you won't have to repeat questions to other health and care services.
- Calculate financial assessments for care services received
- Apply for Appointeeship or Court of Protection

- Help investigate any worries or complaints you have about your care
- Review the quality of care you are receiving
- Research and analysis which is then used to plan new services and commission new services
- Ensure compliance with safeguarding adult's policies and procedures
- Completion of statutory government returns around health and social

## **Research and Statistics**

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

## **Who Has Access To Your Information?**

Adult Services and the Commissioning & Governance Service need to share your information with the following recipients to ensure you receive the appropriate and/or required care:

- Private and independent providers to deliver care, under the Care Act (2014)
- Internal sections such as assessments and payments section, housing, legal department etc.
- Health care agencies (Clinical Commissioning Group – (CCG), general practitioners, acute health services, specialist health professionals as appropriate etc.) to ensure full range of health and social care services are accessed, and vulnerable person's needs are met and the person is protected under the Care Act (2014), Mental Health Act (1983), and Mental Capacity Act (2005)
- Carers to support with delivering care, under the Care Act (2014)
- Police to protect vulnerable people, under the Care Act (2014), Mental Health Act (1983), and Mental Capacity Act (2005)
- Local government Ombudsman to investigate complaints
- Court of protection for court proceedings
- Department of transport, for statistical monitoring of blue badges
- Magistrates for issuing of warrants under the Mental Health Act (1983)
- Others in the local authority, to monitor spending, to help with training care staff, help with research and planning, and to help to investigate any worries or complaints you may have about your care
- Statutory agencies such as the Care Quality Commission, police, ambulance services etc.
- Voluntary Sector Agencies including Age UK Shropshire Telford & Wrekin, which may also share your information with its partners including Oswestry Community Action (Qube), Royal Voluntary Service, The Strettons Mayfair Trust (Mayfair Centre), Shropshire Rural Communities Charity and other local community groups as deemed appropriate – where your consent has been obtained.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

## **What Are Your Rights In Relation The Personal Data We Process?**

**Access** – you can request copies of any of your personal information that is held by the Council.

**Rectification** – you can ask us to correct any incorrect information.

**Deletion** – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

**Portability** – you can ask us to transfer your personal data to different services or to you in some circumstances.

**Right to object or restrict processing** – you have the right to object to how your data is being used and how it is going to be used in the future.

**Right to prevent automatic decisions** – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

## **How Long Will We Keep Your Information For?**

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regard to how long we keep your data.

## **What Security Precautions in Place to Protect the Loss, Misuse or Alteration of Your Information?**

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

## **Keeping Your Data Up to Date**

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

## **Details of Any Automated Decision Processes**

For this service all the decisions we make about you involve human intervention

## **Under 13**

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Cookies & IP Addresses**

## What Are Cookies And Why Are They Used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

## Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

**By Post:** Information Governance  
Shropshire Council,  
Shirehall,  
Abbey Foregate,  
Shrewsbury,  
SY2 6ND

**By phone:** 01743 252774

**By email:** [information.request@shropshire.gov.uk](mailto:information.request@shropshire.gov.uk)

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

**By Post:** Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**By phone:** 0303 123 1113 {local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk)