

ADULT SOCIAL SERVICE FINANCIAL SUPPORT AND CUSTOMER FINANCE TEAM PRIVACY NOTICE

The North Lincolnshire Council Adults Financial Support and Customer Finance Team provides financial support and services individuals aged 18 and over who are in receipt of care or applying to receive care. To provide this service we need to collect, hold and use your personal data.

We will handle your personal data in accordance with the General Data Protection Regulation / Data Protection Act 2018 and other relevant legislation, and will not disclose your data to any other third party, unless allowed or required to do so by legislation. For further details about the processing of your personal data please see the Full Privacy Notice our Data Protection and Privacy web page.

Short Privacy Notice

The North Lincolnshire Council Adults Financial Support and Customer Finance Team collects, holds and uses (processes) your personal data to provide financial support and services to you because you are aged 18 and over and in receipt of care or applying to receive care.

We will process your personal data in accordance with the General Data Protection Regulation (GDPR)/Data Protection Act 2018 and any other relevant legislation.

We will not disclose your personal data to any other third party, unless allowed or required to do so under Data Protection legislation. For further details about the processing of your personal data please see the Full Adult Financial Support and Customer Finance Team Privacy Notice.

Data Controller

North Lincolnshire Council.

Contact Details

The Adult Financial Support and Customer Finance Team contact details are as follows:

Hewson House – Adult Financial Support and Customer Finance Team
Station Road
Brigg
North Lincolnshire
DN20 8XD

Email: customerservice@northlincs.gov.uk

Telephone: 01724 297000

Website: <http://www.northlincs.gov.uk/people-health-and-care/services-to-adults/paying-for-care/how-much-will-i-pay-for-my-care/>

What data do we have?

We currently collect and process the following personal data:

- Personal contact details
- Family, lifestyle and social activities
- Business activities
- Employment details
- Financial and asset details
- Housing needs
- Case file information
- Visual records

We currently collect and process the following special category personal data:

- Physical or mental health details
- Racial or ethnic origin
- Sex
- Gender Identity
- Ethnicity
- Sexual orientation
- Religion
- Health/Disability (only with your consent)
- Employment status
- Household make up

What do we do with the data we have?

We use the data that you have given us in order to provide the following to individuals aged 18 years and over who are in receipt of care or applying to receive care:

- To provide financial advice, guidance, assessment and review.
- To invoice individuals, care providers and partner agencies with respect of care costs.
- For the collection of income related to assessed contributions.
- To administer the PrePaid card system
- To administer the council's Deferred Payment Scheme.
- To complete cash personal budget audits.
- To process and ensure payments to care providers in respect of council care payment.
- To provide a deputyship and appointee service where appropriate to individuals who do not have the mental capacity to manage their finances themselves, making best interest decisions and securing asset management.

Once agreed, payments for care can be paid by the council directly to care providers or they can be made directly to an individual into their bank account or onto a PrePaid Card.

The Financial Support Team manage and administer the setup and maintenance of Prepaid Cards by asking the card supplier to create a PrePaid Card, by auditing the usage of the card via the Prepaid Card supplier secure portal and by recovering any unused or misused money.

The Financial Support Team also manage payments to Care Providers or payments direct to an individual's bank account, where it is decided not to use PrePaid Cards.

Who do we share your data with?

We may share your personal data with individuals and organisations such as:

- Your nominated representative.
- Past, current and prospective social workers, residential workers and support staff.
- Service Providers.
- Healthcare, social and welfare professionals and partner organisations.
- HM Revenue and Customs.
- Home Office.
- Central Government Departments and Professional Bodies, such as the Care Quality Commission, Ministry of Housing, the Department for Works and Pensions, Office of Public Protection, the Court of Protection and the Ombudsman / Other Regulatory Bodies.
- Law enforcement agencies and bodies
- Legal representatives;
- Mortgage Providers, Housing Association and Estate Agents
- Foreign Consulates.
- Probate Register, Trust Funds, Genealogists and Heir hunters.

Please note that we will not process your personal data for a purpose that is incompatible with the reason it was collected for unless this is allowed or required under Data Protection legislation.

How do we get your personal data and why do we have it?

Individuals receiving financial support or services from the Adults Financial Support and Customer Finance Team give personal data to the team when they seek the support or services offered by the team. Alternatively the council's Adult Services Team pass on personal data for individuals they are working with, where they consider this necessary.

Under the GDPR legislation we are allowed to use personal information if we have a lawful basis (proper reason) to do so.

The lawful bases we are relying on to process personal data are:

(a) To comply with legislation – Article 6(1)(c) to comply with:

- The Care Act 2014.
- Safeguarding Vulnerable Groups Act 2006.
- Mental Health Act 2007
- Mental Capacity Act 2005.

(b) For the performance of a contract – Article 6(1)(b)

- Where individuals enter into a contract with the team after approaching the council for support, advice and/or guidance.

The lawful basis we are relying on to process special category personal data is:

(a) Substantial Public Interest – Article 9(2)(g)

- In that there is substantial public interest in the council providing financial support and advice to individuals who require care or are applying for care and that the provision of this support and advice is on the basis of legislation as quoted in (a) above

When relying on this lawful basis we must also meet a condition in Part 2 of Schedule 1 of the Data Protection Act 2018. In this instance condition 6 is met because the processing is for statutory reason.

Can I withdraw my consent?

No, because we are not relying on the lawful basis of consent to process your personal data.

How do we store your information?

Your personal data is stored securely on the council's ICT network.

We keep personal data for 6 years plus the current year and we dispose of all personal and confidential data using the council's confidential disposal arrangements.

Your Data Protection Rights

Under Data Protection law, you have rights including:

- **Your right of access** - to ask us for copies of your personal information.
- **Your right to rectification** - to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at customerservice@northlincs.gov.uk, 01724 297000 or North Lincolnshire Council, Church Square House, 30 – 40 High Street, Scunthorpe, DN 15 6NL if you wish to make a request.

How to Complain

The main point of contact at the council for Data Protection matters is our Data Protection Officer (DPO). If you have any Data Protection concerns about the Walking the Way to Health Scheme and want to make a complaint please contact our DPO, as follows:

Phillipa Thornley

Email: customerservice@northlincs.gov.uk

Telephone: 01724 297000

Post: North Lincolnshire Council, Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL

If you remain unhappy you can also complain to the ICO, as follows:

Website: <https://ico.org.uk/concerns/>

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

Telephone: 0303 123 1113