

## SERVICES FOR ADULTS PRIVACY NOTICE

### **Short Privacy Notice – Services for Adults**

The North Lincolnshire Council has a duty to provide Services for Adult social care to support the community of North Lincolnshire. This includes providing advice and information, signposting, assessing need, providing support, providing services, statistical analysis, and the making of statutory returns.

Wherever it is not necessary to use personal data we only use anonymised data. Any personal data we do use will be handled in accordance with the UK 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 North Lincolnshire Council Full Privacy Notice on our Data Protection and Privacy web page.

### **Full Privacy Notice – Services for Adults**

#### **Data Controller**

North Lincolnshire Council.

#### **Contact details**

North Lincolnshire Council - Services for Adults Team  
Church Square House  
30-40 High Street  
Scunthorpe  
North Lincolnshire  
DN16 1AB

Email: [ais@northlincs.gov.uk](mailto:ais@northlincs.gov.uk)

Telephone: 01724 297000

Website: [North Lincolnshire Council Services for Adults](#)

#### **Who are we and what do we do?**

This Privacy Notice tells you about the type of Services for Adults information that North Lincolnshire Council holds, how this information is used, kept safe and secure and who it is shared with it with to deliver Services for Adults within North Lincolnshire. This includes providing advice and information, signposting, assessing need, providing support, providing services, and statistical analysis and making statutory returns.

Services for Adults is made up of a number of sections, as follows:

- Three Integrated Locality network teams and a Family Carers team where professionals adopt a multi-disciplinary approach to ensure that the wellbeing, health, and social care needs of people living in North Lincolnshire are appropriately met.
- The Home First team that delivers a service of personal care through rehabilitation and reablement to meet the needs of service users.
- The Hospital Social Work and Access Team that is the first point of contact for requests for social care services and attendant assessments to assess eligibility for community care services.
- The Provider Development Service that provides services including quality assurance and performance monitoring of social care providers in North Lincolnshire.
- The Local Safeguarding Adults Board (LSAB) that ensures the effective co-ordination of services to safeguard and promote the welfare of adults within North Lincolnshire who may be at risk of abuse or harm.
- The Mental Health and Disability Team provides services to protect adults at risk or potentially at risk from harm and abuse. The Complex Disability Team provides assessment, support and review for people aged 18-64 with a complex learning or physical disability. The Mental Health Social Work Team offers a service to people aged 18-64 who experience mental ill health and carries out assessments.
- The Community Wellbeing Team supports individuals and organisations within the community with the aim of building stronger communities.

### **The purpose of this notice**

The purpose of this notice is to inform you about the type of Services for Adults personal information that we hold, how we use this information, how we keep it safe and secure and who we share it with.

### **What do we mean by personal confidential data?**

Personal data relates to living persons and is information that can be used to identify an individual such as name, date of birth, address, or postcode. It should be noted that whilst data relating to a deceased individual is not considered personal data under the UK GDPR / Data Protection Act 2018 the duty of confidentiality must still be considered.

### **What data do we have?**

We currently collect and process the following personal data:

- Personal information – including name, date of birth and address
- Personal circumstances to enable assessment of eligibility for services
- Personal referees
- Financial information
- Employment and education details
- NHS number and Social Care ID number

- Visual images
- Hazards and risk information about the individual or their household

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

- Characteristics – including ethnicity, language, and religion
- Care needs including physical and/or mental health details, social care assessed needs and support outcomes
- Sexual life or sexual orientation

We may also collect criminal offence information including criminal proceedings, outcomes, and sentences.

### **What do we do with the data we have?**

We use the data to help us to:

- Provide information and advice
- Carry out an assessment of current needs and how best to meet them
- To provide care and support
- To promote well-being
- To work with partners to ensure the most appropriate services are provided
- Ensure compliance with safeguarding adult policies and procedures
- Investigate concerns or complaints about care
- Review the quality of care provided
- Research and analysis to plan and commission services
- Produce reports and statistics
- Completion of statutory government returns for health and social care

Whenever possible we will use anonymised data for service planning, reports, and statistics.

### **Who do we share your data with?**

We may share personal information with organisations, including:

- Council teams to provide services required
- Healthcare and welfare professionals, and partner organisations
- Service providers to deliver care
- Voluntary Agencies
- Housing providers
- Prepaid card providers and other payment services
- Police to protect vulnerable individuals
- Local Government Ombudsman to investigate complaints and other regulatory bodies
- Courts and Tribunals
- Legal Representatives
- Expert Witnesses
- Home Office
- UK Border Agency
- Ofsted
- Trade Unions

- Other Professional Bodies – E.g., Care Quality Commission (CQC), Health and Care Professions Council (HCPC), Office of Public Guardian (OPG), Crown Prosecution Service (CPS), HM Revenue and Customs (HMRC), Independent Best Interest Assessors, Department of Health and Social Care (DHSC) and the Department of Work and Pensions (DWP).

North Lincolnshire Council also links in with the Yorkshire & Humber Care Record (shared care record) to enhance our service to you. The Yorkshire & Humber Care Record is a shared system that allows specific health and social care staff within the Yorkshire & Humber Health and Social Care community to appropriately access the most up-to-date and accurate information about patients and services users so that the best possible care can be delivered. If you would like more information about the [Yorkshire and Humber Care Record](#) please refer to the website.

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

We collect personal data through established Services for Adults processes in ways including:

- Telephone
- Web and paper forms
- In person
- Inspections of care providers
- Other sources for support, assess, review or safeguarding purposes where they have a duty to share information with the council.

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

- (a) To comply with legislation – Article 6(1)(c) to comply with legislation including:
  - The Care Act 2014.
  - Health and Social Care Act 2015
  - Safeguarding Vulnerable Groups Act 2006
  - Mental Health Act 2007
  - Mental Capacity Act 2005
  - Human Rights Act 1998
  - Localism Act 2011
  - Community Care (Delayed Discharges etc.) Act 2003
  - Housing Act 2004
  - Care Quality Registration Regulations 2009
  - The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
  - HMRC – Compliance Handbook Manual CH15400
- (b) Performance of a task in the public interest/official authority – Article 6(1)(e).
- (c) For the performance of a contract – Article 6(1)(b)
  - Where individuals enter into a contract with the council for a service.

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

- (a) The provision of health or social care or treatment – Article 9(2)(h) meeting a condition of Schedule 1, Part 1 of the Data Protection Act 2018 is also a requirement of this lawful basis and in this instance the following condition is met:

Condition 2 – Health or Social Care purposes.

- (b) Vital interests – Article 9(2)(d)

- (c) Explicit Consent – Article 9(2)(a) where none of the other lawful bases apply and it would be appropriate to use personal data on the basis of consent.

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 by legislation.

### **Can I withdraw my consent?**

You have the right to withdraw consent for the use of any personal data held by Services for Adults where this has been collected on the basis of consent.

### **Use of the NHS Number and the National Data Opt Out Programme**

If you are receiving a service from the Services for Adults Team the NHS can share your NHS number with us. This is so the NHS and the council are using the same number to identify you whilst providing care, to allow the most up to date information to be shared between relevant health and social care professionals and to enable better coordinated and timely care. Please see NHS guidance for further information about the [NHS Number](#).

Only relevant information will be shared, and access is restricted to essential employees who are subject to a duty of confidentiality.

You have the right to object to the use of your NHS Number for social care purposes. This will not prevent you from receiving care but will mean the benefits outlined above possibly not being met. If you wish to opt-out from the use of your NHS number for social care purposes please contact us so that can discuss this with you along with any other options.

The [National Data Opt Out](#) is a system covering health and social care that allows individuals to make an informed choice about whether they want their personal information to be used just for their care or whether it can also be used for research and planning purposes. If you choose to opt out, you can still consent to your data being used for specific purposes.

### **How do we store your information and for how long?**

Our employees have contractual obligations of confidentiality, enforceable through disciplinary procedures and receive appropriate training on confidentiality and other aspects of Information Governance.

We take organisational and technical measures to ensure the information we hold is secure – such as using secure locations, restricting access to authorised personnel, and protecting

personal and confidential information held electronically. We only exchange personal confidential information using secure methods, such as encrypted email.

Your personal data is retained in accordance with national guidance and our legal obligations. Services for Adults records are generally held for no longer than 10 years from the last involvement with the team. In some instances, retention is longer such as those connected to the management of mental health.

### **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 [inforequest@northlincs.gov.uk](mailto:inforequest@northlincs.gov.uk), 01724 296224 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: [informationgovernanceteam@northlincs.gov.uk](mailto:informationgovernanceteam@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: [Information Commissioner's Office](https://www.ico.org.uk)

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

Telephone: 0303 123 1113