

Health and Community Care Services

How to contact us

Inverclyde Council will act as the 'Data Controller' in regard to the personal data you provide to us. The 'Data Controller' is based at Inverclyde Council, Information Governance, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

The Council's Data Protection Officer is Vicky Pollock who can be contacted at dataprotection@inverclyde.gov.uk and 01475 712498.

What information do we need?

The information may include personal details such as:

- Name;
- Email address;
- Date of birth;
- Home address;
- Contact number.

And sensitive information such as:

- Health;
- Criminal Convictions

Why we need this information?

This notice is for adults who potentially have health and community care needs. The Council will use your personal information to look into your circumstances to see if you have social care needs that are eligible for support and, if you do, to then work with other agencies to put in place a plan to support you.

Your personal information will be used

- To develop and or maintain your health and social care supports.
- To be able to verify your identity where required, contact you by post, email or telephone
- To be able to process any charges
- To be able to record up-to-date information
- To share your information with other appropriate services to ensure you receive the best possible support
- To discharge our legal responsibilities in terms of any entitlements that you may have

We need to know this personal data in order to provide you with the services we provide (or that you have requested) and to establish our rights in relation to those services, as detailed in the service agreement we have with you. We will not collect any personal data from you that isn't needed for delivery of those services.

The legal basis for collecting the information is:

The Council provides these services to you as part of our statutory function as a local authority as per:

- Social Work (Scotland) Act 1968
- Community Care and Health (Scotland) Act 2002
- Social Care (Self-directed Support) (Scotland) Act 2013
- Adults with Incapacity (Scotland) Act 2000
- Mental Health (Care and Treatment) (Scotland) Act 2003 and
- Adult Support and Protection (Scotland) Act 2007
- Carers Act (Scotland) 2014

You can find more details of our role on the Council's website www.inverclyde.gov.uk.

Processing your personal information is necessary for the performance of a task carried out in the public interest by the Council as set out in the legislation referred to above.

When we are using more sensitive types of personal information, our legal basis will be that the use is necessary:

- for the provision of health or social care services
- for reasons of substantial public interest for aims that are proportionate and which contain appropriate safeguarding measures
- in order to protect the vital interests of an individual
- for the establishment, exercise or defence of legal claims or in the case of a court order

What we will do with your information?

All of the information we collect from you will be processed by staff in the United Kingdom.

Your information may be shared with the recipients or categories of recipients listed below:-

- General Practice
- NHSGGC
- Police Scotland
- Scottish Fire & Rescue Service
- Scottish Ambulance Service
- Other Council Departments as appropriate
- Registered Social Landlords in specific circumstances linked to your health and social care support arrangements
- Providers of social care services in specific circumstances linked to your health and social care support arrangements

The Council is legally obliged to safeguard public funds and will verify and check your details internally for fraud prevention. The Council may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. The Council is also legally obliged to share certain data with other public bodies, such as HMRC and will do so

where the law requires this. The Council will generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed internally to help the Council improve our services.

In general the Council does not transfer personal data outside either the UK or the European Union and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EU when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website at <https://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information> or you can request a hard copy from the contact address previously stated above.

Your Rights

When you provide information to the Council, you will have the following rights:

- To withdraw consent at any time, where the legal basis specified above is consent
- To request access to your personal data
- To object, where the Legal Basis specified above is: i) public task or ii) legitimate interests
- To data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- To request rectification or erasure of your personal data, as so far as the legislation permits
- To restrict processing in certain circumstances, for example if the information is not accurate.

In addition, if you are unhappy with the way the Council have processed your personal data you have the right to complain to the UK Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, 08456 30 60 60, Email: www.ico.gov.uk but you should raise the issue with the Council's Data Protection Officer first.

Automated Decision Making

Not Applicable

More information:

For more details on how the Council processes your personal information visit www.inverclyde.gov.uk/privacy

If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.