

Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other regulations including the General Data Protection Regulation (Regulation (EU) 2016/679), which means it determines what your data is used for and why it is collected. The purpose of this privacy notice is to tell you about what information we collect about you when you use our service, how we use that information and who we may share it with.

The contact details of the data controller are **Service Director Care and Support – Adults**

Adults, Children and Education (ACE) Directorate PO Box 3176, Bristol City Council, Bristol, BS3 9FS

What data we need to collect and the legal basis for processing it:

To provide this service, we will process name, ID number, location, email address, physical and emotional needs, information on your familial situation, racial and ethnic information, religion, physical or mental health conditions, sexuality information, criminal offences and information related to criminal proceedings, education and professional training, employment history. We are collecting this data *because we are required to under health and social care law, or it is in the public interest to process this.*

In the case of Care Act related matters we may also need to process your bank details in order to provide appropriate services.

If you don't allow us to use your data this will mean that we may not be able to fully assess and meet your care and support needs because we need this information to be able to effectively respond .

For matters related to the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards process the Supervisory Body, i.e. the local authority, may not be able to offer effective safeguards to a person who lacks capacity.

How long we will keep your data for:

We will hold this information indefinitely in order to meet our legal requirements under the Goddard enquiry.

Why we need to collect your data:

Under our duties under the Care Act 2014 we will use this information to understand and assess your social care needs through an assessment or equivalent document. If you are assessed as having eligible needs we will create a support plan with you. This may be shared with other professionals and providers of services that may be able to support you in meeting your needs. Information such as relevant correspondence and case notes will also be collected and stored on your file in relation to your social care needs.

Under the Care Act we will also use information under our safeguarding responsibilities to adults with care and support needs that may be experiencing, or at risk of, abuse or neglect and are unable to protect themselves because of these. This information will be shared with multi-agency partners such as the Health professionals and the Police on a need to know basis.

If you require assessment under the Mental Health Act your personal information will be shared in accordance with provisions in order to provide appropriate levels of care

Where you have agreed to be the Relevant Person's Representative or an interested party for Deprivation of Liberty Safeguards related matters we will consult with you as part of the assessment process. We will also share this information with any other relevant professionals and agencies in order to safeguard the Article 5 right of the relevant person.

The above information is stored on a secure database system known as Liquid Logic. If information is shared with others such as health professionals this will be done by secure methods.

Who we share your data with and why:

In order to ensure that all health and social care organisations in Bristol are communicating effectively about the needs of older people and other vulnerable adults we share basic information people that we have provided services for to a local information portal called Connecting Care. Connecting Care can be accessed by other staff involved in your care and your general well-being. Staff will only have access to the information they need in order to help deliver the right service to you.

If you wish to know more about Connecting Care, how it works and what your rights are, you can visit: <https://www.bristolccg.nhs.uk/about-us/how-we-use-your-information/connecting-care/>

Where we have received your data from a third party

Where data has been received from a third party, such as information from partner agencies, family members etc, we will record this information in the relevant section of electronic record.

Your rights as a data subject:

You have the right to ask for access to your data and where data is found to be inaccurate to have that data corrected. In certain circumstances you have the right to have data held about you erased, or the use of it restricted. You may be able to object to processing and may also have the right to have your data transferred to another data controller.

You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have not dealt with your information in a proper manner.

You can ask to see what information we hold about you and have access to it. You can do this by contacting:

Senior Data Protection Officer
Bristol City Council
ICT Commissioning and Information Governance
P O Box 3176
BRISTOL
BS3 9FS
Data.protection@bristol.gov.uk



Other questions about the data being processed may also be sent to the above address.

Fraud Prevention and Detection:

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection.