

Privacy Notice – Carer’s Emergency Card, Carers Support Centre

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other relevant regulations. The purpose of this privacy policy 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:

Integrated Carer’s Team

Bristol City Council (BCC), Temple Street, Bristol, BS1 6AG

integratedcarersteam@bristol.gov.uk

0117 35 21668

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

To deliver this service, we will process your; Name, postal address, telephone number (mobile and/or landline) email, date of birth, GP’s name and surgery. We will process the Cared For’s; name, address, phone number (mobile and/or landline) email, date of birth, relationship to you, gender, disability, GP’s name and surgery.

We will process you nominated emergency contacts’; full name, postal address, telephone number, and relationship to the cared for. If neither of your emergency contacts have a key to the cared for persons house then we will ask for the contact details of a key holder, including phone number.

We will also ask you for personal information for you and the person you care for, such as your, ethnic background, gender and health. The purpose for collecting this information is for monitoring purposes to help us ensure that our services are fully accessible and to inform the further development of these. It will not restrict your access to a service if you choose not to provide this detail. We will use this information in order to provide health and social care.

How long we will keep your data for:

The shared information will remain on Bristol City Councils database for as long as this service is requested or is no longer suitable. If you have agreed for us to share your information with Carers Support Centre they will hold this information for as long as they are contracted by Bristol City Council to co-ordinate the Carers’ Emergency Card scheme. The 3rd parties own retention policies will apply. Carers Support Centre will hold personal information on their systems for as long as you are registered for their services. For more information, please see section entitled ‘Who we share your data with and why:’

The data receiver shall not retain or process shared personal data for longer than is necessary to carry out the agreed purposes.

Why we need to collect your data:

We will use this information to enable us to implement the Carer's Emergency Card scheme, as per your request. Your filling in the form will be taken as indication that you want to participate in the scheme. The scheme requires us to be able to act quickly and accurately in an emergency situation. We need to be able to ascertain what support and services are needed if you are unable to provide them. If applicable, we need to be able to get in contact with your nominated emergency contacts and key holders.

Once a form is complete the carer will send the form the Bristol City Council. An employee of Admin & Business Support Adult Social Care, Bristol City Council, will input the data onto the Bristol City Council Liquid Logic system (LAS) attach a copy onto LAS, send a copy to the Bristol Operations Centre, a copy out to the Carer and, if the carer has given their consent, a copy to Carers Support Centre. The Bristol Operations Centre will input this data on to their database (part of Bristol City Council).

The Data collection tool will be used to monitor that services are being provided equitably.

Who we share your data with and why:

This data will be disclosed to Carers Support Centre **only if you explicitly agree to this**. Carers Support Centre works in conjunction with Bristol City Council to run the Carers' Emergency Card Scheme. This enables us to maximise potential carer involvement in the scheme. Carers Support Centre also runs a range of support services for carers in Bristol, which they will be able to promote to you if you agree to share your data.

The data controller for Carers Support Centre is The Carer Centre.

If we have obtained your consent to use your data:

You are freely able to withdraw your consent for us to process your information at any given time. To withdraw your consent please contact the Bristol City Council Data Controller.

Yours rights as a data subject:

You have the right to request 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 as well as the right to have your data transferred to another data controller.

You have the right to object to the processing of your information and to have any inaccurate information corrected. You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have dealt with your information in an inappropriate 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

Any further questions regarding the data being processed may also be sent to the above address or to the data controller.

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.