

Privacy Notice – Rethink

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

Data.protection@bristol.gov.uk

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, ethnicity, gender, sexual orientation, preferred language, GP's name and surgery. We will process the Cared For's; name, address, phone number (mobile and/or landline) email, date of birth, ethnicity, relationship to you, gender, disability, GP's name and surgery.

We will also ask you for personal information such as your religious beliefs, ethnic background, sexual orientation, gender and health, but this information will only be held with your explicit consent. 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 are required to process this data in line with the Care Act 2014.

How long we will keep your data for:

We will hold this information for as long as Rethink is contracted by Bristol City Council as a Trusted Assessor. The shared information will remain on Bristol City Councils LAS database until it has been purged. The length of time varies according to the type of assessment/actions that have been taken whilst the case was open.

The 3rd parties own retention policies will apply. Rethink 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 perform our statutory duties under the Care Act 2014 in order to fully assess the care and support needs of Carers, and impact their caring role is having, and offer services accordingly.

The completed carer's assessment form will be used as evidence that an assessment has taken place and the outcome of the assessment. Once the form is completed, the Rethink worker will post the form to the Integrated Carers' Team along with the consent to share form signed by the carer. On receipt of the completed form a Customer Services Officer in the Integrated Carers' Team will scan and attach the documents under the carer's name on to Bristol City Council's database, Liquidlogic Adults System (LAS) and then phone the carer to confirm receipt and confirm the outcome.

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 Rethink. Rethink act as Trusted Assessors for Bristol City Council, and undertake Carer's Simple Assessment on our behalf. This enables Bristol City Council to provide Carer Assessments in a timely and efficient manner, thus complying with the Care Act 2014. In order for the system to function we need to be able share your data with the Carer Support Centre.

For more information on Rethink website, please visit <https://www.rethink.org/services-groups/services/bristol-carer-service>

The data controller is Rethink Mental Health.

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.

Where we have obtained your data from a third party:

We have obtained this data from **Rethink**. The data we have obtained was; Name, postal address, telephone number (mobile and/or landline) email, date of birth, ethnicity, gender, sexual orientation, preferred language, GP's name and surgery. We will process the Cared For's; name, address, phone number (mobile and/or landline) email, date of birth, ethnicity, relationship to you, gender, disability, GP's name and surgery.

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.