

Privacy Notice for Homecare Services



Nottingham City Council Information Compliance

Service Area: Adult Social Care
Directorate: Peoples
PN-0376

05/2024

If you are an older person or have a physical disability, learning disability or mental health needs, you may be eligible for home care support.

Home care staff can help support you with daily activities such as getting in and out of bed, getting dressed and going to the toilet. They may also help with daily living or domestic tasks like laundry, shopping and some meal preparation.

The aim of support in your own home is to increase or maintain your independence so that you can remain living at home for as long as possible.

We will use the information provided by you or your meaningful person for:

- Referrals and assessments to our service
- Providing you with an effective service (care planning)
- Keeping you and others safe whilst accessing our service
- Reviewing the services you receive
- Communicating with you, any meaningful persons and/or relevant professionals about the service you receive

What personal information will the council process?

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

The personal information that the council processes for the delivery of homecare services is the minimal amount needed to help ensure its effectiveness and includes:

- Name
- Address
- Date Of Birth
- Contact information (phone/email)

As well as the general personal data set out above, the information provided by you may include special category data. For example:

- Medical or health needs.
- Other information relevant to the provision of the homecare service, for example, ethnic origin, religious beliefs, sexual life including orientation and (alleged) offending behaviour.

Lawful basis for processing

We collect your personal information under the following data protection laws:

- The UK General Data Protection Regulation (GDPR)
- Data Protection Act 2018
- Human Rights Act 1998

The basis under which the Council uses your personal information for the purposes the homecare services is the performance of a task in the public interest under 6(1)(e) UK GDPR and Data Protection Act 2018.

When using special category data for these purposes, the Council does so on the basis that such use is necessary for reasons of substantial public interest and in accordance with 9(2)(g) UK GDPR and Data Protection Act 2018.

What purpose will my personal information be for?

To support the delivering of effective homecare services to eligible citizens.

Will my personal information be shared with other organisations?

For this initiative, Nottingham City Council will only share information with commissioned homecare providers delivering homecare services to citizens.

Do I have to provide the information?

You are not obliged by statute or contract to provide the information that is specified within this notice. However, if the Council did not share information with relevant homecare providers, then they would not be able to deliver effective homecare services to citizens eligible for the service.

How long will the council retain the data for?

The Council will retain the information about citizens receiving homecare services for 6 years from the last date that you are in receipt of our services. In some circumstances, information may be held for longer periods. This is in line with its corporate retention schedule as contained in its Information Asset Register (IAR).

The Council publish an IAR which outlines the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>.

Commissioned homecare providers are likely to keep homecare related information for the same retention period.

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

- A right to request a copy of your information
- A right to request rectification of inaccurate personal data
- A right to request erasure of your data known as ‘the right to be forgotten’
- A right to in certain circumstances to request restriction of processing
- A right in certain circumstances to request portability of your data to another provider
- A right to object to processing of data in certain circumstances
- A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

You can contact the data protection officer at:

Loxley House
Station Street
Nottingham
NG2 3NG
or at data.protectionofficer@nottinghamcity.gov.uk

Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,
Water Lane
Wilmslow,
Cheshire
SK95AF

www.ico.org.uk

Further Information

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .