

**Occupational Therapy & Adaptations Agency
Service Area: Adult Social Care
Directorate: Adult Social Care, Health and Commissioning
PN-065**

December 2025

Occupational Therapy, together with the Adaptations Agency, are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for several reasons, depending on the service or reasons for interacting with you. This includes:

- Supporting accurate, timely and proportionate documentation of meetings and statutory assessments in Adult and Children's Social Care via our Magic Notes AI transcription/summarisation system.
- Capturing your view faithfully in case records.
- Reducing administrative burden on practitioners and facilitating professional practice.
- Working with you and your Occupational Therapist and/or Community Care Officer to identify your requirements and to design adaptations to make living at home easier. Facilitating the implementation of minor adaptations such as ramps, grab rails and other equipment deemed necessary.
- Facilitating the implementation of major adaptations such as structural changes to your home or moving home.
- Supporting you with any work that is being completed on your behalf.
- Calculating and determining eligibility for the Disabled Facilities Grant, if applicable.
- Referring you and signposting you, with your consent, to other services.
- Adult Safeguarding.
- Preventing or detecting fraud and safeguarding against misuse of public funds.

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

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above may include

- Identifying details (name, date of birth, address, NHS number, National Insurance number if required for Disabled Facilities Grant eligibility)
- Contact information
- Family and carer relationships
- Case notes, assessment outcomes and support needs
- Health, wellbeing and safeguarding information
- Financial information if needed to determine eligibility for grants
- Housing and social circumstances
- Photographs of your property
- Other data as you may provide to us which could be required for lawful service delivery

The information provided by you may include the following 'special categories of personal data':

- Race or Ethnic origin
- Religious or philosophical beliefs
- Physical or mental health
- Sex life or sexual orientation

Lawful basis for processing

The basis under which we use your personal information for these purposes is that this is necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council (UK GDPR Art. 6(1)(e)), namely our statutory duties in Adult and Children's Social Care, under the Care Act 2014, the Children Act 1989, the Mental Capacity Act 2005, the Mental Health Acts 1983 and 2007, the Housing Grants, Construction and Regeneration Act 1996 and the Lifting Operations and Lifting Equipment Regulations 1998. For special categories of your personal data, we rely on the following:

- Health and Social Care Provision: special category data processed for the provision of social care under Art. 9(2)(h) UK GDPR
- Substantial Public Interest: where necessary for safeguarding and other statutory functions (Art. 9(2)(g) and Schedule 1, Part 2 DPA 2018), UK GDPR

The information being processed may also include personal data relating to criminal offences, under Schedule 1 Part 1 Paragraph 2 of the Data Protection Act 2018.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law. In relation to this service, the Council may share your personal information with:

- Our supplier (Beam) for technical support under strict contractual controls.
- Health and Social Care partners (e.g, NHS services, hospitals, GPs, other departments within Nottingham City Council and other local authorities)
- British Red Cross and the Integrated Community Equipment Loan Service
- Housing providers, contractors and other specialist companies
- Voluntary organisations and care agencies; and
- Relevant partner agencies (e.g. police, on a need-to-know basis to deliver social care and fulfil safeguarding duties).

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <https://www.nottinghamcity.gov.uk/privacy-statement/> The information will only be used for another purpose where it is lawful to do so.

The Occupational Therapy Team will respect your wishes in relation to anyone whom you specifically do not wish information to be shared with and support you in discussing assessments and outcomes with friends and family.

How long will the Council retain the data for?

The transcript will be kept for 28 days by Beam; they are deleted thereafter. Edited summaries that have been approved by the practitioner and entered into the Council's case management system are retained in accordance with the Council's records management policy and statutory retention schedules. The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <http://www.nottinghamcity.gov.uk/privacy-statement/>.

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: 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>.