

Sefton Careline Privacy Notice (How we use your information)

The categories of information that we collect, process, hold and share include:

In the course of approving and managing Careline clients we collect the following personal information from you:

- personal information (such as name, address, contact details, date of birth, gender, language)
- special category characteristics (such as ethnicity, disability, religion and medical information)
- family network and relationship information
- financial information
- information relating to assessments and approvals for suitability to Technology Enabled Care Solutions (TECS)

How we use your personal information

We use your personal information to:

- process applications for TECS
- assess suitability for TECS
- monitor the progress and stability of TECS, to safeguard and support you to live independently
- provide on-going support and advice
- assess and evaluate our services
- inform future service planning and the commissioning of services

We may also obtain personal information from the following other sources:

- The local authority in whose area you live or have lived
- Other Sefton council departments
- Voluntary sector organisations

The lawful bases on which we use this information

The Council relies on Article 6(1)(b) of the UK General Data Protection Regulation (GDPR) to process your personal data, as the processing is necessary for the Council to deliver its contractual service to you.

Some of the personal data the Council must collect is referred to as 'special category' data under data protection legislation. As this data is more sensitive it requires more protection. The Council must therefore also identify a separate condition when processing this type of personal data.

We rely on Article 9(2)(h) of the UK General Data Protection Regulation (GDPR) in order to process your special category data as the processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of domestic law or pursuant to contract with a health professional.

The associated condition is Health or Social Care purposes found at Schedule 1, Part 1, paragraph 2(2)(f) of the Data Protection Act 2018: the management of health care systems or services or social care systems or services.

Other pieces of legislation to which the Council must adhere in the course of providing a Careline Service includes but is not limited to:

The Care Act 2014

The Mental Health Acts 1983 & 2007

The Mental Capacity Act 2005

Storing this information

We will retain your personal data for only as long as is necessary, in accordance with statutory retention periods and in line with Sefton's record retention schedule.

Data will be securely stored on the Piper Network Control (PNC) system.

Who we share this information with

Employees within Sefton Council who have responsibility for the management, recruitment, administration of payment and contractual benefits, and carrying out performance related procedures will have access to your data where it is necessary to their role.

We may also need to share information with other partners where necessary, such as the Emergency Services.

We will not disclose your personal information to third parties unless there is a legal basis for us to do so.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the personal data we hold about you. To make a request for your personal information contact the Careline Service on 0151 934 5908 or e-mail: lifeline.service@sefton.gov.uk

You also have the right to:

- prevent processing for the purpose of direct marketing
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed and
- right to data portability in certain circumstances
- The right to lodge a complaint with the supervisory authority (the Information Commissioner's Office)

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at:

<https://ico.org.uk/concerns/>

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with the Careline Service in the first instance. You may also contact Sefton Council's Data Protection Officer at:

E-mail: ino.information@sefton.gov.uk

Telephone: 0345 140 0845

Further information

If you would like to discuss anything in this privacy notice, please contact the Careline Service on 0151 934 3785.

Version 4 amended August 2022