



Privacy Notice Reablement and Support at Home Service

The Care Act 2014 and The Health and Social Care (Safety and Quality) Act 2015 places a duty on Cumbria County Council to work in collaboration with health colleagues and its partners to facilitate the provision of care.

This means as part of our assessment and support planning process to ensure we provide the most appropriate advice and support to our customers we need to request and share your information with and from other relevant parties who are part of your ongoing support network.

The council may need to use some information about you to:

- deliver services and support to you
- manage services
- train workers
- help investigate any worries or complaints you have about your services
- keep track of spending on services
- check the quality of services
- help with research and planning of new services

What information does the council collect about me?

In the course of working with you, we may collect the following personal information when you provide it to us:

- name
- address
- date of birth,
- family details e.g. next of kin
- visual images, personal appearance and behaviour
- case file information
- lifestyle and social circumstances

We may also collect, store and use the following 'special categories' of more sensitive personal information:

- ethnicity
- gender
- disability
- nationality
- sexuality
- physical or mental health
- offences (including alleged offences)
- religious or other beliefs

How is your personal data collected?

In the course of working with you, we may collect information from, or share it, with some of the following:

- advocates, deputies, attorneys (LPA)
- central/local government/council departments
- housing associations and social landlords
- MPs/councillors
- Care Quality Commission (CQC) or other regulators (where requested)
- external providers and contractors
- partners i.e. NHS, GP, Police
- family members and carers
- 'Nearest Relative'
- agencies, companies or charities (where relevant to your care needs)

Data Sharing

Cumbria County Council holds personal data about our service users to whom we provide services and use this data to:

- support service users and monitor their progress
- provide appropriate support and care
- share information to deliver best outcomes

The information you supply will be kept on a secure Cumbria County Council database and can only be accessed by those authorised to do so i.e. staff with a professional involvement with service users.

How will we use information about you?

The council will use your personal information to:

- create a secure and comprehensive record of the work we do with and for you
- contact members of your family and support network
- fully understand your needs

- where applicable promote your health/wellbeing in partnership with health bodies
- arrange short/long term care solutions
- liaise with agencies, companies and charities on your behalf
- keep you safe from harm
- request and arrange installation of specialist equipment for you
- assess your financial contribution to your care
- work with you or your representative to create a Care and Support Plan
- details contained in your care records and conversations held
- analyse the service that we are providing

The sharing of information facilitates a joined up approach with our partners, to provide you with the best possible care and support.

When we collect your **personal data**, we rely on the following legal bases:

- **GDPR Article 6(1)(c)** processing is necessary for compliance with a legal obligation to which the controller is subject (see Applicable Legislation below), and
- **GDPR Article 6(1)(e)** processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

When we collect your **special category data** e.g. health, race, ethnicity, sexual orientation, we rely on the following legal bases:

- **GDPR Article 9(2)(g)** processing is necessary for reasons of substantial public interest (safeguarding of children and of individuals at risk)
- **GDPR Article 9(2)(h)** processing is necessary for the provision of health or social care or treatment or the management of health or social care systems and services

Applicable Legislation

These legal bases are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities, including:

- Mental Health Act 1983 (Amended 2007)
- Children's Act 1989
- Human Rights Act 1998
- Mental Capacity Act 2005
- Localism Act 2011
- Care Act 2014
- Health and Social Care Act 2015
- Homelessness Reduction Act 2017

As we have a statutory basis for collecting your personal data, we do not need to ask for your permission to collect and share it, however we will only ever share your data on a basis of need, in line with legislation and will work transparently with you at all times.

If you do not provide your data, it will limit the effectiveness of the services and support that we are able to offer you.

Data Security

All of the information you give us will be kept safe and secure whether it is written or on a computer system. We will treat any personal information confidentially and will comply with the Data Protection Act 2018. This means that, if we keep any of your personal data we must:

- tell you what information we need to collect from you
- only use the information for the reason we have agreed with you
- not ask for more information than we need to provide the services
- let you see any information we have collected about you, on request
- keep the information safe, secure and confidential

Personal data will be managed in accordance with the council's Retention and Disposal Schedule.

The council has a Data Breach Reporting Procedure in place to manage suspected breaches of the Data Protection Act 2018. In the event of a serious data breach all affected individuals will be notified alongside the Information Commissioner (ICO). External data breaches can be reported in the first instance to the council's [Data Protection Officer](#).

Your Rights

For more information on your rights under the Data Protection Act 2018 please see the 'Your Rights' section of the council's [Privacy Notice](#).

Contacts and Further Information

If you have any questions about this Privacy Notice please contact:

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If you have any questions about your rights under the Data Protection Act 2018 please contact the council's [Data Protection Officer](#).

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