

Local Area Coordination Scheme Privacy Notice

Introduction

This privacy notice explains how the Council uses your data to provide the local area coordination scheme.

Local Area Coordinators help you stay safe, well, independent and connected to your local community by:

- helping raise awareness of available resources
- providing links to local services
- supporting people with a wide range of issues
- developing resilience and social inclusion in communities

Local Area Coordinators work with individuals and families of different ages and abilities. They take time to get to know you, your family, friends, carers and your community, so they can help you to build a strong support network.

Who will be using your data?

Nottinghamshire County Council will be the data controller for the data you provide to us. We may also receive data from other local agencies (including the NHS) in order to maintain a consolidated list of people and agencies in Nottinghamshire who need help or can provide support to those that need help.

We may also contract third party organisations to process your data on our behalf (e.g. suppliers of business systems such as our Business Management System).

What personal data do we use?

The information we collect will depend on the support or advice you want from us, and the reasons why we want that information from you. We will only ask you to provide personal information when it is necessary to carry out a task.

The types of personal data we collect may include:

- Name and Contact Details
- Age
- Date of Birth
- Gender
- Images

- NHS number
- NI number
- Address
- Social Care ID
- Other ID numbers
- Employment and education information
- Family details
- Housing needs
- Business Activities
- Licences and permits held
- Parent/carer details
- Emergency contacts
- Personal appearance and behaviour
- Lifestyle and social circumstances
- Case file information

What types of special category personal data do we need from you?

- Racial or ethnic origin
- Advocacy details
- Social care support outcomes
- Physical and mental health details
- Data concerning sex life or sexual orientation
- Religious, philosophical or other beliefs of a similar nature

We may also process data about criminal convictions, criminal offences or related security measures.

We will only ask for this information when it is relevant and necessary to the support requested or provided.

Why do we use your data?

- To coordinate support to meet your needs
- To judge whether there is any risk to your wellbeing, in line with our duties to safeguard adults and children
- To provide advice to you, or people supporting you, about other organisations or support services which can help
- To introduce you to other support services
- To seek professional advice about your needs
- To inform you of any changes to our services
- For service planning, training and improvement

What legal reasons allow us to use your data in this way?

Our legal basis for processing your personal data is that we are carrying out a task in the public interest.

Our legal basis for processing your special category personal data is substantial public interest.

Who may we share your data with or receive it from?

The information you provide us with may be shared with other departments in the Council where they can provide appropriate support.

It may be shared with other external organisations, with your permission, where they can provide services that the Council does not; eg. liaising with your local district council to support an application for social housing.

The information we gather may be used as part of the evaluation of our service, or for research purposes, to better understand the impact of Local Area Coordination. As such, we may share information with other Council teams and authorised third parties for these purposes. Wherever possible, we will ensure you can never be identified in our reports, for example we would change your name if your story is recorded.

We may be required or permitted, under data protection legislation, to disclose your personal data without your clear consent, e.g. if we have a legal obligation to do so, such as law enforcement, fraud or tax investigations, regulation and licensing, criminal prosecutions and court proceedings.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Organisations we may share data with include:

- Local borough and district councils
- NHS agencies (GPs, Hospitals)
- Health organisations
- Welfare organisations
- Voluntary and charitable organisations
- Care Providers
- Residential care/nursing providers
- Service Providers
- Schools & Academies
- Education providers
- Government organisations
- The Police
- Prisons and probation services
- Courts
- Housing associations

- Fire & Rescue services
- Family Members
- Carers and Guardians
- Religious organisations

May personal data be transferred overseas?

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

How long is your data kept for?

This information is held in accordance with the Council's retention schedule – see [here](#).

What will happen if you do not provide or we cannot obtain the data needed?

How much personal data you share with the Council is your decision.

However, if you choose not to disclose personal data when it is requested from you, or do not give permission to share it with external organisations, we will not be able to provide the full range of support available.

Does the service make decisions using fully automated processes?

No.

What rights do you have over this use of your data?

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To withdraw your consent (if this is the legal reason why we use your data)

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

Contact the Data Protection Officer:

If you have any concerns about how the Council is using your data, you can contact the Council's Data Protection Officer by writing to:

DPO@nottscc.gov.uk

Or

Data Protection Officer
Nottinghamshire County Council
County Hall
West Bridgford
Nottingham
NG2 7QP

Please see the County Council's privacy statement for further information:

<http://www.nottinghamshire.gov.uk/global-content/privacy>

Contact details of the Information Commissioner's Office:

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached, you have the right to complain to the Information Commissioner's Office at:

www.ico.org.uk

Or

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

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