

## **Carers Support Services Privacy Notice**

### **Introduction**

This privacy notice explains how the Council uses your data in relation to our Carers Support services. The Council commissions a number of services to provide support and guidance to unpaid carers across the county, including the Carers Hub, Young Carers service and the Engagement & Promotion Service.

### **Who will be using your data?**

We contract third party organisations to provide these services; they will be an independent data controller in relation to the data they process for this purpose and will provide their own privacy notice.

Nottinghamshire County Council will be the data controller for the limited data we process in relation to these services.

### **What personal data do we use?**

- Name and Contact Details
- Age
- Date of Birth
- Gender
- NHS number
- Address
- Information relating to the cared for person (where relevant)
- Support provided by the service provider
- Outcomes following support

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

- Racial or ethnic origin
- Physical and mental health details (where relevant)
- Data concerning sex life or sexual orientation
- Religious, philosophical or other beliefs of a similar nature

### **Why do we use your data?**

- For service delivery
- For service planning, training and improvement
- For research purposes (where you agree)

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

Our legal basis for processing your personal data is that it is necessary to perform our public task as a local authority.

Our legal basis for processing your special category personal data is that is necessary for the Council to carry out its obligations relating to medicine/employee capacity, medical diagnosis, health or social care, or for equality of opportunity or Treatment purposes.

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

- NHS agencies (GPs, Hospitals)
- Health organisations
- Welfare organisations
- Voluntary and charitable organisations
- Care Providers
- Residential care/nursing providers
- Service Providers
- Schools & Academies
- Education providers
- Carers and Guardians

## **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?**

- We would not be able to evaluate the effectiveness of our commissioned services

We would not be able to undertake engagement activities **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 request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it 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@nottsc.gov.uk](mailto:DPO@nottsc.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](http://www.ico.org.uk)

Or

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

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