

Privacy Notice
Durham County Council
Adult and Health Services
Adult Care

Who we are and what we do

Adult Care provides adult social care services for the most vulnerable people in our community. For further information about services available please ask your worker or see the [Durham County Council website](#).

This Privacy Notice explains how we use and share information for Adults and Carers for whom we provide care and support (please see separate Privacy Notice for integrated Learning Disability and Mental Health Services)

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

What type of personal information do we collect and how do we collect it?

In order to provide you with high quality services which are relevant to your needs, Adult Care will collect and hold information about you. This may include:

- Basic details such as your name, address, date of birth, NHS number
- Personal demographics (including gender)
- Relationship information such as next of kin
- Relevant case information such as how you manage both in and outside the home on a day to day basis
- Support required and assistance received from family and friends
- Carers information
- Information about how you make decisions
- Information relating to risks
- Information from other professionals involved in your care e.g. your general practitioner
- Financial information such as income and details of property ownership.

We collect the following special category data:

- Health information such as details of medical conditions and mental health and wellbeing
- Sensory and communication needs
- Ethnic Origin
- Religion

We collect information about you in the following ways:

- Face to face
- Using assessment tools
- By secure email from those involved in your care
- By post
- By telephone
- From other professionals

What is our lawful basis to obtain and use your personal information?

To enable us to provide services to you, it may be necessary for us to share your personal information with others. To do so we will use the following legal basis for sharing your information:

- 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

For special category data which is more sensitive information, we rely on the following:

- Health and Social Care - we use it for the provision of health or social care or treatment or the management of health or social care systems and services

What is your personal information used for?

Durham County Council holds information about Adult Care service users and carers in order to:

- Understand any needs you may have for personal care and support,
- Provide you with relevant advice and information
- Provide services or arrange for others to provide services to meet your Eligible assessed needs
- Understand if you or others are at risk of abuse and take appropriate action.

Use of your NHS Number in Adult Social Care

If you are receiving support from Adult and Health Services (AHS) then the NHS may share your NHS number with Adult Social Care.

This is so that the NHS and AHS are using the same number to identify you whilst providing your care. By using the same number the NHS and AHS can work together more closely to provide your care and support services.

We will use this Number when sharing information with health colleagues including GP's, hospitals, community matrons, district nurses and social care practitioners.

If you wish to opt-out from the use of your NHS Number for social care purposes, please talk with your social worker, or email dataprotection@durham.gov.uk

Will your personal information be shared?

We may share your information with the NHS, with General Practitioners, and with authorised partner organisations in order to make sure you receive the appropriate care and support services for your needs and to make sure those involved in your care have accurate up to date information to help them provide the best possible services to you.

In some cases, such as for the prevention and detection of crime or for safeguarding purposes, we are legally obliged to share information with other agencies e.g. such as the police.

How do we keep your information secure?

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information.

If we need to share your information with authorised partner organisations, we will ensure this is done in a secure manner, and that the information shared is proportionate in order for them deliver services to you. In addition, as they are delivering services on our behalf, organisations must keep your details safe and secure and comply with standards and protocols set out in our contracts regarding data protection.

How long will we keep your personal information?

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service you receive will determine how long we have to keep your information. Our [corporate retention guidelines](#) show how long we keep information for different services. Your records will be retained in accordance with Durham County Councils records retention schedule for Adult and Health Services as follows:

- Adult care case records - 20 years from date of case closure or 8 years after death
- General enquiries to Social Care Direct resulting in information/advice – 10 years from date of enquiry

Is your personal information processed outside of the European Economic Community (EEC)?

We do not process your personal data outside of the EEC

Marketing

At no time will your information be used or passed to others for marketing or sales purposes, or for any commercial use without your express consent.

What are your information rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data;
- object to processing; and
- to request your data to be ported (data portability).

If you wish to exercise your information rights, please contact our Data Protection Officer at DPO@durham.gov.uk or alternatively write to:

DPO,
Floor 4 Room 143-148,
Durham County Council
County Hall,
Durham
DH1 5UF

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at dataprotection@durham.gov.uk
To learn more about these rights please see the [ICO website](#).

Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at DPO@durham.gov.uk or by calling 03000 268050.

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745
Fax: 01625 524 510