

Privacy Notice
Durham County Council
Adult and Health Services
Durham Shared Lives Providers

1. Who we are and what we do

Durham Shared Lives provides long term, short term, respite and emergency placements for adults and young people in the homes of approved Shared Lives providers.

Shared Lives providers share their home and family life with a person who needs care and support. Providers are assessed by Durham Shared Lives to ascertain their suitability as a Shared Lives provider. They go through a comprehensive assessment and training process and their application is considered by an independent approval panel. This Privacy Notice explains how we use and share information for Durham Shared Lives Providers.

Further information on the Shared Lives services is available from your worker or see the [Durham County Council website](#).

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

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

In order to carry out an assessment and to determine what services you could provide, Durham Shared Lives will collect and hold information about you. This may include:

- Basic details such as your name, address, date of birth, contact details
- Marital status
- National Insurance Number
- Whether you hold a driving licence
- Information about other members of your household
- Information about your property including accessibility and sleeping arrangements
- Information about what services you would be able to provide
- Information about you such as your strengths, weaknesses, hobbies and interests
- Information about any criminal convictions
- Information about current or previous employment
- Skills and qualifications
- Reference information
- Conflicts of interest
- Relationships, family dynamics and friendships
- Bank details

We collect the following special category data:

- Health information such as details of medical conditions and mental health and wellbeing

- Gender
- Ethnic Origin

We collect information about you in the following ways:

- Provider application form
- Face to face
- Using assessment tools
- By post/telephone/e mail

3. 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

4. What is your personal information used for?

Information may be used for the following purposes:

- Processing and assessing Shared Lives Provider applications including carrying out of background checks
- To enable recommendations to be made to the Shared Lives provider Panel
- Provision of training and support
- For the processing of an allowance for the person(s) placed
- For the monitoring of placements and carrying out annual reviews

5. Will your personal information be shared?

Information will be shared with the Shared Lives Panel which is made up of volunteers who are independent of the scheme and who have experience in related fields.

Information will also be shared with the Care Quality Commission (CQC) for regulated services and Support Managers, the Registered Manager, Senior Managers and Care co-ordinators wishing to place a person in the scheme and service users and their families during the matching/introductory period.

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.

6. 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.

7. 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:

- Shared Care Provider information will be held for 6 years current year following the end of the contract.

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

We do not process your personal data outside of the EEC

9. 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.

10. 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