

## **Privacy notice: Winter Pressures service**

Falkirk Health & Social Care Partnership (HSCP) provides a range of community health and social care services for adults in Falkirk. We support younger and older adults (including carers) with an assessed need by providing a range of community and residential based services. In order to provide these services, we hold information about you.

This notice provides details of what information we collect from you, what we do with it and who it might be shared with when you use the HSCP's Winter Pressures service. Falkirk Council, one of the HSCP partners, is the data controller of your information.

When you agree to use the Winter Pressures service, Falkirk Council will record information about you in an app, and this information may be shared with our partner organisations who process the data on our behalf or to whom we make onward referrals (with your consent). This privacy notice sets out how we will use your information.

## **Identity and contact details of the controller and the data protection officer**

Falkirk Council is the data controller. You can contact the data protection officer at:

Data Protection Officer

Municipal Buildings

West Bridge Street

Falkirk

FK1 5RS

[data.protection@falkirk.gov.uk](mailto:data.protection@falkirk.gov.uk)

## **Why do we collect this information?**

We need to process your data in order to ensure that the services we are providing are fit for purpose, efficient and effective whilst meeting our statutory and legal obligations. The information is being collected for the following purposes:

1. To support individuals to self-manage their health and wellbeing
2. To support individuals to live independently in a homely setting for as long as possible and/or in a care setting
3. To support people to return home from hospital

The legal basis for each purpose is set out below:

<b>Legal basis</b>	<b>Purpose</b>
Consent	
Performance of a contract	
Legal obligation	1,2,3
Vital interests	
Task carried out in the public interest	1,2,3
Legitimate interests	

You can find out more detail in our privacy notice for Social Work Adult Services - <https://www.falkirk.gov.uk/privacy/social-care-health/adult-services.aspx>

Each of our partner organisations have their own privacy notices in place.

### **What information do we collect about you?**

We collect basic personal data so that you can be identified. This can include your name and contact details (including telephone number, email or address including postcode).

We may also collect information about your next of kin, family members, carers, any power of attorneys or guardianships in place, keyholders to your property, GP, pharmacist and details of any referrals made.

In order to support your health and wellbeing we may collect special category (sensitive) data. We mostly record medical/health information which may include any health conditions and history, mental health wellbeing, individual care and support needs, daily pattern or routine, dietary requirements, functional ability and any current medication.

Other sensitive information collected can include details on relationship status, nationality, language spoken, racial or ethnic origin, gender, religious beliefs and relationship status. With your consent, information will be collected for equalities monitoring to maintain and promote equality.

We will document any verbal conversations we may have with you. This record helps us to make informed decisions, monitor our performance and improve the services that we deliver.

This list is not exhaustive and we may on occasion get information from other sources not listed above.

We take our responsibility when processing your data very seriously and would like to assure you that we will only collect, hold and use personal data where is absolutely necessary and proportionate to do so. We will ensure that your details are kept secure and that we maintain effective safeguards to manage access arrangements, providing adequate training to staff who handle the information provided.

### **Where do we collect information from?**

We collect information from you (or your representative) when you are in hospital and you agree to use the Winter Pressures service.

### **Who might we share your information with?**

The data is collected by Link Workers employed by the Royal Voluntary Service who process the information on our behalf.

If you agree to us making an onward referral, we will share information with other Council departments and/or the appropriate partner organisation, including:

- Carers Centre
- Dial-a-Journey
- Food Train
- Strathcarron Hospice
- Royal Voluntary Service

If, as a result of the information you share with us, we have any concerns about your safety and/or the safety of others, we may need to share information without your consent.

**Will we send your information outwith the UK?**

We do not transfer your information outwith the UK. If it becomes necessary to do so, we would ensure that the appropriate safeguards are in place.

**How long do we keep hold of your information?**

We will keep your information for 1 year. Any information referred on internally and/or to other organisations will be retained as per their retention schedules.

**What are my rights in relation to the information held about me?**

You have the following rights:

- To see any information held about you by making a subject access request.
- To withdraw consent at any time, where the legal basis for processing is consent.
- To data portability, where the legal basis for processing is (i) consent or (ii) performance of a contract.
- To request rectification or erasure of your information, where data protection legislation allows this.

**Do I have a right to complain about the way information has been used?**

If you have a concern about the way we are collecting or using your personal data, please let us know and we will try to resolve this. If you are still concerned, you can contact the Information Commissioner:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow, Cheshire

SK9 5AF

0303 123 1113

casework@ico.org.uk

or if you prefer to use a national rate number:

01625 545 745

**Do I have to provide my personal data to you?**

You do not have to provide us with any personal data, but If we do not collect this information, we may be unable to provide you with the services to which you are entitled.

**Do you use any automated processes to make decisions about me?**

We do not use automated decision-making processes.