

Chorley Council Privacy Policy

PRIVACY NOTICE – Multi - Agency Team

Your personal data – what is it?

“Personal Data” is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address or address.) Identification can be directly using the data itself by combining it with other information which helps to identify a living individual (e.g. a list of staff may contain personnel ID numbers rather than names but if you use a separate list of the ID numbers which give the corresponding names to identify staff in the first list then the first list will also be treated as personal data) The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the General Data Protection Regulation (the “GDPR”) and other legislation relating to personal data and rights such as the Human Rights Act.

Who are we?

This privacy notice is provided to you by Chorley Council which is the data controller for your data.

Other data controllers the council works with:

- Healthcare, including Hospitals, GPs and Lancashire Care Foundation Trust;
- Social and welfare organisations;
- Lancashire Constabulary;
- Lancashire Fire and Rescue Service;
- Lancashire County Council;
- Voluntary and charitable organisations; and
- Housing Providers

We may need to share your personal data we hold with them so that they can carry out their responsibilities to the Council. If we and the other data controllers listed above are processing your data jointly for the same purposes, then the Council and the other data controllers may be “joint data controllers” which means we are all collectively responsible to you and your data. Where each of the parties listed above are processing your data for their own independent purposes then each of us will be independently responsible to you and if you have any questions, wish to exercise any of your rights (see below) or wish to raise a complaint, you should do so directly to the relevant controller.

A description of what personal data the Council processes and for what purposes is set out in this Privacy Notice.

The Council will process some or all of the following personal data where necessary to perform its tasks:

- Names, titles, aliases, photographs;
- Contact details such as telephone numbers, addresses, and email addresses;
- Where they are relevant to the services provided by a Council, or where you provide them to us, we may process information such as gender, age, marital status, nationality,

education, work history, academic/professional qualifications, hobbies, family composition, and dependants;

- The personal data we process may include sensitive or other special categories of personal data such as criminal convictions, racial or ethnic origin, mental and physical health, details of injuries, medical/treatment received, political beliefs, trade union affiliation, genetic data, biometric data, data concerning and sexual life or orientation

How we use sensitive personal data

We may process sensitive personal data including as appropriate information about your physical or mental health or condition in order to support help in improving your health outcomes, and wellbeing

These types of data are described in the GDPR as “Special Categories of Data” and require higher levels of protection. We need to have justification for collecting, storing and using this type of personal data.

We may process special categories of personal data in the following circumstances:

- In limited circumstances, with your explicit written consent
- Where we need to carry out our legal obligations
- Where it is needed in the public interest

Less commonly, we may process this type of personal data where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else’s interests) and you are not capable of giving your consent, where you have already made the information public.

Do we need your consent to process your sensitive data?

In limited circumstances, we may approach you for your written consent to allow us to process certain sensitive personal data. If we do so, we will provide you with full details of the personal data that we would like and the reason we need it so that you can carefully consider whether you wish to consent.

The Council will comply with data protections law. This says that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure.

We use your personal data for some or all of the following purposes:

- To deliver public services including to understand your needs to provide the services that you request and to understand what we can do you and inform you of other relevant services
- To confirm your identity to provide some services
- To contact you by post, email, telephone as agreed with you
- To enable us to meet all legal and statutory obligations and powers including any

delegated functions

- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of ensuring that all children and adults at risk are provided with safe environments and generally as necessary
- To enable us to refer you to another agency or service to provide support, as agreed with you
- To maintain our own accounts and records
- To allow the statistical analysis of data so we can plan the provision of services
- Our processing may also include the use of CCTV systems for the prevention and prosecution of crime.

What is the legal basis for processing your personal data

The Council is a public authority and has certain powers and obligations. Most of your personal data is processed for compliance with a legal obligation which includes the discharge of the Council's statutory functions and powers. Sometimes when exercising these powers or duties it is necessary to process personal data of residents or people using the Council's services. We will always take into account your interests and rights. This privacy notice sets out your rights and the Council's obligations to you.

We may process personal data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. An example of this would be processing your data in connection with the use of sports facilities, or the acceptance of an allotment garden tenancy.

Sometimes the use of your personal data requires your consent. We will first obtain your consent to that use.

Sharing your personal data

This section provides information about the third parties whom the Council may share your personal data. These third parties have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data. It is likely that we need to share your data with the data controller listed above under the heading "Other data controllers the council works with"

How long do we keep your personal data?

We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. The Chorley multi agency team will retain information for a period of 18 months following closure activity, to support re-referrals to the team within that period, and for reporting purposes.

Your rights and your personal data

You have the following rights with respect to your personal data: When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

1. The right to access personal data we hold on you

At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained

the personal data from. Once we have received your request we will respond within one month

There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.

2. The right to correct and update the personal data we hold on you

If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated. .

3. The right to have personal data erased

If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase their personal data we hold. When we receive your request we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it to comply with a legal obligation.)

4. The right to object to processing of your personal data or to restrict it to certain purposes only

You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.

5. The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained

You can withdraw your consent easily by telephone, email, or by post (see Contact Details below)

6. The right to lodge a complaint with the Information Commissioner's Office

You can contact the Information Commissioner's Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Transfer of Data Abroad

Any personal data transferred to countries or territories outside the European Economic Area ("EEA") will only be placed on systems complying with measure giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union. Our website is also accessible overseas so on occasion some personal data (for example in a newsletter) may be accessed overseas.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Changes to this notice

We keep this Privacy Notice under regular review and will place any updates on this webpage.

Contact Details

Please contact us if you have any questions about this privacy notice or the personal data we hold about you or to exercise all relevant rights, queries or complaints at: The Data Protection Officer, Head of Legal, Democratic and HR Services, Chorley Borough Council, Town Hall, Market Street, Chorley, PR7 1DP Email: contact@chorley.gov.uk Telephone: 01257 515151

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