

Social Care Children & Adult Calls Privacy Notice

Here at Wakefield Council, we take your privacy seriously and will only use your personal information for the purpose(s) listed in section 2 below. This notice provides details of how the Council collects and uses information (data) about you.

We will keep your information (data) secure at all times.

1. Who we are.

a) The Controller for the information we hold is Wakefield Council. Contact details:

Telephone: 01924 306112

Email: dataprotection@wakefield.gov.uk

b) If you have any queries regarding your information that we are using for the purpose outlined in section 2, please contact the Controller's representative. Contact details:

Nichola Barlow

Telephone: 0345 8 506 506

Email: nbarlow@wakefield.gov.uk

c) The Council's Data Protection Officer is the Corporate Information Governance Team Manager. Contact details:

Telephone: 01924 306112

Email: dpo@wakefield.gov.uk

2. How we use your data:

The Corporate Information Governance Team needs to collect the following information about you.

- Name and contact details (email address and/or postal address)
- Date of Birth
- Age
- Former names
- NHS number
- Health data
- Racial or ethnic origin
- Identification documents (e.g. passport, birth certificate, driving licence, household bill).
- Details of nature of information requested.

We use this information to:

- verify that we are providing data to the data subject,
- locate Council held information about you, and
- respond to your request for information.

To enable us to provide our service to you we will share your information with other:

- Council officers and/or contractors working on behalf of the Council (where applicable)
- Care Director Support Team (Adults System Management)
- Liquid Logic Support Team (Childrens System Management)
- Professionals (e.g. Police/NHS)

Should you choose not to provide any of the information we request from you we may not be able to provide all the information you request.

3. What authority does the Council have to collect and use this information?

Under the Data Protection Act 2018 the Council has a legal obligation to respond to requests from data subject for access to the information the Council holds about them. Any processing is also carried out under the regulations cited as The Children Act 2004 and The Care Act 2014.

4. How long will we keep your data?

We will keep your personal information collected for the purpose(s) detailed in section 2 dependant on the retention periods under Care Director Regulations and Liquid Logic regulations after which time it will be deleted from our systems. The reason for keeping information for this period of time is detailed in the Privacy Notice for Care Director and Liquid Logic.

5. Your rights and your personal data

Under the GDPR you have the following rights:

Right of Access

You have a right of access to the personal information that the Council holds about you, and/or the right to be given a copy of the data undergoing processing.

Right to Rectification

You have the right to request that the Council corrects any personal data if it is found to be inaccurate, incomplete or out of date.

Right to Restriction of Processing

You have the right, where there is a dispute in relation to accuracy or lawfulness of processing of your personal data, to request that a restriction is placed on further processing.

Right of Complaint

You have a right to lodge a complaint with the Information Commissioner; please find contact details below.

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

To exercise any of your rights, you should contact the Data Controller's representative as shown in section 1b.

6. 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 Privacy Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.