

Privacy Notice – Service provision for children, young people, families and adults.

This notice is provided for clarification on what information the Council needs in order to process requests for care and support needs to meet public functions and statutory requirements. It is necessary for the Council to gather, collect, store and process personal information in order to deliver its services. The Council puts measures in place to protect the privacy of individuals throughout this process.

Who is responsible for your information?

All personal information is held and processed by Blaenau Gwent County Borough Council in accordance with Data Protection legislation. For information on the role of the Data Controller, Data Protection Officer and Contact Details for the Council, please refer to the 'Data Protection' page of the Council's website:

<https://blaenau-gwent.gov.uk/en/Council/data-protection-foi/data-protection-act/>

What Information do we need?

Blaenau Gwent County Borough Council will collect personal information about you, and if necessary, your family and other parties. This information will include:

- Details about you, such as, your name, date of birth, gender, disability status address, telephone number, email address, date of birth;
- Other relevant information needed to process your request, such as a description of the service required;

- Financial Information
- Lifestyle Information
- Medical records
- Educational Information from schools
- Social Care and Health records
- Contract and Employment records
- DBS record
- Criminal record
- IP Address
- Biometric Data

We will use this information to process your request and/or administer the necessary action. We may check some of the information with other sources to ensure the information you have provided is accurate.

Why do we need your information?

This information is required by the Council in order to deliver the services you are requesting and to carry out its statutory functions.

Who will we share your information with?

To enable the Council to process your request and comply with our legal obligations, we will share your information with partner organisations, including:

- Department for Work and Pensions and other Government departments;
- Environment Agency;
- Gwent Police;
- Social care providers;
- Aneurin Bevan University Health Board
- Welsh Government;
- Auditors;
- External regulators.

The Council will also use the information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds.

Welsh Government

Some of the information held about you will be shared with Welsh Government. This will help them to carry out research to improve the care and support provided to you and other people in Wales to help with planning of services and to measure how well services are being provided so they can be improved. This information will be shared lawfully and will be used by the Welsh Government for research in support of official business.

The information shared with Welsh Government will be shared and stored securely. It will only ever be shared with others under careful controls, to ensure it is only used in the ways listed above.

For a full description of the information being shared with Welsh Government your rights and the relevant information and complaints please use the link below:

<http://gov.wales/statistics-and-research/local-authority-social-services-data-collections/?lang=en>

Further advice and guidance on the GDPR can be found on the ICO website:
www.ico.gov.uk.

What is the Lawful basis for processing?

In order to comply with GDPR, personal data shall only be processed where a condition is met under article 6 of the legislation.

In this case, the lawful basis for processing is:

- a legal obligation that requires us to process your personal information;
- carrying out a public task, for instance, performing our safeguarding role, planning or waste services function.

If we have your consent to use your personal information, you have the right to remove it at any time. If you want to remove your consent, please contact DataProtection@blaenau-gwent.gov.uk and tell us which service you're using so we can deal with your request.

How long do we keep your information?

The Council will only keep your information for as long as necessary. Full details of how long the Council retains your information can be obtained by contacting the relevant Department responsible for the services you require.

Council contact centre: info@blaenau-gwent.gov.uk / 01495 311556.

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.

Automated Decision Making

Some decisions are computer-based as the Council uses automated systems to support its services. If your personal data is processed by automated means, you will be notified of the outcomes and a summary of the criteria used in this process. The results are subject to a final decision by the relevant service manager.