

Your information:

Gloucestershire County Council – Adult Social Care Summer 2024

Your rights, and how we use the information we collect about you.

In Large Print



Your Information

Adult Social Care – Summer 2024

This leaflet is about the information we collect about you, how we use it and your information rights.

Please read the Adult Social Care privacy notice on our website for more detail or ask a staff member for help if you are unable to access our website:

<https://www.gloucestershire.gov.uk/council-and-democracy/data-protection/privacy-notice/>

About Adult Social Care:

The role of Adult Social Care at the County Council is to make sure adults (aged 18 or over) and their carers (including young carers) who may have need for care and support in their daily lives can get the help and advice they need to live as independently as possible. Care and support can be a mixture of practical, financial and emotional support. Our role is also to protect people with care and support needs from abuse or neglect, or the risk of such, where they are unable to do so themselves.

Gloucestershire County Council helps you find your own solutions to stay independent, or may offer you some short-term support to get you back on your feet, staying by your side until you are confidently living an independent life. For those who need a plan for their long-term care and support, the council works with partners and providers to offer the highest quality of support that it can; some Adult Social Care Services may be provided on our behalf by other organisations.

Your Information:

Why we keep information about you:

We have a duty to keep accurate records whenever we provide you with any kind of support or service, such as providing information, assessing your needs or helping you to plan the support you need.

What information we collect and how we use it:

We collect information necessary to carry out our legal duties under the Care Act 2014 and other laws. We record your name and contact details as well as information relevant to your social care needs or to your support needs if you are a carer.

We may use your information for statistical purposes or to review and improve our services. We may use your contact details to ask if you would like to provide feedback or take part in local or national surveys about social care.

How long we keep your information:

In most cases, we keep your information for eight years after we close your record.

Sharing your information:

Your worker will give you a copy of this leaflet and explain who your information may be shared with and why. This could be to ensure we are able to keep you safe, provide you with a service or to protect your physical, mental or emotional wellbeing.

The full list of organisations you can expect Adult Social Care services to share your information with can be found on our privacy notice.

We may need to share information with other individuals and organisations working with you or the person you care for so that everyone understands your circumstances and needs.

If Adult Social Care services are provided to you by an organisation acting on our behalf, information will be transferred between that organisation and Gloucestershire County Council.

Why do we share your information?

When people are working together, they may need to share your information so that everyone can understand your circumstances and needs. Before information about you is shared, we will nearly always explain what this means and why we need to do it.

Sharing your information helps the people working with you to understand your circumstances which means you:

- Get the best help and support available
- Are not asked the same questions again and again
- Get quicker and easier access to services and support
- Find decisions are made quicker
- Receive more 'joined-up' help and support
- Are kept safe and well
- Are better informed.

There are some circumstances where we may share information about you without speaking to you first. For example,

- if we believe there is a risk of serious harm to you or someone else.
- When we are required to share information by law;
- When we are required to by the Courts; or,
- When the Police need information in relation to a criminal investigation.

How do we share information?

People working with you may use computer systems to speak to each other and/or write to each other. Your information will be transferred, handled and stored securely and in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other relevant legislation. Full details can be found in our privacy notice.

Your information rights:

The Data Protection Act 2018 gives you rights over your information. You have the right to request that we correct information you think is incorrect, request that we erase information we hold about you and the right to object to us using the information. You may not always be able to use these rights if there is a good reason for us to refuse your request.

You also have the right to ask for a copy of your information. Someone else can make a request on your behalf, but we will only release information to them if you give us your written consent to do so, or the person:

- Holds a registered power of attorney given by you, or
- Is a Deputy appointed by the Court of Protection.

You can ask for your information through our website:

<https://www.gloucestershire.gov.uk/council-and-democracy/data-protection/service-specific-privacy-notice/adult-social-care-privacy-notice/your-rights-and-how-to-use-them/>

If you are unable to access our website or wish to use any of your information rights, contact our Information Management Service.

Can I ask not to have my information stored or shared?

According to the law, we must keep a record of our contact with you and any services we provide. However, you have the right to restrict how we process your information if you believe what we hold about you is not accurate. We will try to keep your information as accurate as possible but if we cannot change it, we will keep a record that you do not agree with the information that we hold. UK GDPR also requires us to inform any other organisations we have shared your information with about these changes.

If you ask us not to share your information with other organisations who could provide support to you or your family, this might limit the support you get, make getting the help or support you need slower or you might have to repeat yourself to different people. If there is some information you don't want

to share with some people and some information you are happy to share, please talk to your worker about this, who will listen to your views and explain what they can and can't do.

If you receive services from an organisation acting on our behalf

You have the same legal rights over your information whether you receive services directly through the Council's Adult Social Care service or from an organisation acting on our behalf.

Tell the organisation that you receive services from if you want to use your information rights. They will let the Council know.

How to contact the Council's Information Management Service

You can contact the Council's Information Management Service:

Email: dpo@gloucestershire.gov.uk

Phone: 01452 32 4000

Write:

The Data Protection Officer

Information Management Service

Shire Hall, Westgate Street, Gloucester GL1 2TG

The Adult Social Care Privacy Notice

The Adult Social Care Privacy Notice has more information about your information rights and is published on our website:

<https://www.gloucestershire.gov.uk/council-and-democracy/data-protection/service-specific-privacy-notice/adult-social-care-privacy-notice/>

Ask a staff member to help you if you are unable to access our website or ask our Adult Social Care Helpdesk for a copy:

Email: socialcare.enq@gloucestershire.gov.uk

Phone: 01452 42 6868

How to contact the Information Commissioner's Office

The Information Commissioner's Office (ICO) can provide independent information about your rights. You can also make a complaint to ICO if you are concerned about how we have used your personal information.

Website: <https://ico.org.uk/>

Phone: 0303 123 1113

Write:

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

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