

How your personal Information is used by the Resolution Service

Here at Midlothian Council, we take your privacy seriously. Under the Data Protection Act 2018, you have a right to know how we collect, use and share your personal data.

This privacy notice explains the information we need in order to carry out resolution services. This activity is part of the resolution service provided by Midlothian Council. More information about the Adult health and Social Care privacy notice can be found at www.midlothian.gov.uk/privacy.

Our Privacy Promise

We promise to collect, process, store and share your data safely and securely.

What lets us collect your information?

If we work with you we will be acting under some, or all, of the legislation noted below:

- General data protection regulation

What kinds of personal data do we collect?

The personal data we collect might include your **name, date of birth, address, National Insurance number, or other information that identifies you**. If necessary, we might also collect what is called 'special category' data – that is, sensitive information such as medical/health information.

How do we collect your personal data?

We collect your personal data in many different ways. You might give us your personal data yourself, by entering your information in a form on the Council website or by contacting a Council officer in person, in writing or over the phone. We might also receive your personal data from other agencies or local authorities. If we share information regularly with another organisation, the conditions for sharing your personal data are set out in an Information Sharing Agreement.

How do we use your personal data?

The Resolution Officer will gather information from all parties, record on case file and act as an agent on your behalf, and will contact, discuss and share information, only where appropriate with other agencies and individuals involved in your support, and only with your permission to do so.

Why do we share your personal data?

Information is shared only where appropriate with other agencies to assist in building an appropriate picture and working to resolve the situation. If you disclose information about your circumstances that we believe is likely to lead to your safety or the safety of others being placed under unacceptable risk we are duty-bound to inform appropriate organisations to ensure your/others

continued safety. Information and details discussed within the Resolution process are confidential between the parties in the resolution process and everyone attending resolution meetings will be bound by that confidentiality.

With whom do we share your personal data?

If necessary, we might share your personal data with other agencies and authorities, depending on the service being provided. We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

The external bodies with whom we share resolution case information might include (organisations with a star are mandatory):

- Police Scotland
- Housing Associations
- Scottish Fire and Rescue Service

Personal data also might be shared between Midlothian Council services, including Schools, Social Work, Planning, Housing, Community Safety and Justice.

How long do we keep your personal data?

Your personal data is kept in line with Midlothian Council's Retention Schedule. The retention schedule sets out the kinds of information the Council creates and uses, how long it should be kept, and what should be done with it at the end of its 'life'. To access our retention schedule please click on the link below:

https://www.midlothian.gov.uk/downloads/file/1632/business_classification_schemeretention_schedule

Further Information

You can find out more about how we use your information to detect and prevent fraud or crime, information collected through our website, recorded telephone calls, CCTV, the rights you have under the Data Protection Act, and how to contact us by referring to the overarching Midlothian Privacy Notice at www.midlothian.gov.uk/privacy