

## How your personal Information is used by the Care at Home 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 provide Care at Home services. This activity is part of the Adult Health and Social Care service provided by Midlothian Council. More information about the Adult Health and Social Care service privacy notice can be found by clicking [www.midlothian.gov.uk/privacy](http://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?

We process your data to provide Care at Home Services. When providing this service we also need to collect personal information under the following legislation:

- The Public Services Reform (Scotland) Act 2010
- The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

#### 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 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?

We use the information we collect for planning and providing Care at Home services including:

- Making provision for your health, welfare and safety
- Assessing individual support needs and developing individual support plans
- Providing personal care
- Administering medication

In order to provide a service we may need to gather information from other agencies such as Health or Adult Social Care and we may also share information with these agencies as required. The adult themselves and if appropriate an advocate who understands their views will be involved in this process throughout.

### **Why do we share your personal data?**

We might share your personal data in order to effectively deliver our services. This might be because we require information about your care and support needs. We might also share personal information to assist other agencies or council services to inform their assessment of your support needs.

In some circumstances we have a legal duty as a local authority to gather and share information to protect adults who may be at risk of harm. The views of the adult at risk and their representative will be taken into account during this process.

### **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 may share information might include:

- NHS Lothian
- Care homes
- Care at home services
- Information and advice services
- Advocacy Services
- Care Inspectorate

Personal data also might be shared between Midlothian Council services, including Adult Social Care and Housing.

### **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](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](http://www.midlothian.gov.uk/privacy)