

# Midlothian Council

## Shielding Requests Privacy Notice



Under the Data Protection Act 2018, you have a right to know how we collect, use and share your personal data.

NHS Lothian has issued individuals considered to be at an increased risk of COVID-19 with a shielding letter. 'Shielding' is designed to protect those extremely clinically vulnerable individuals by minimising all interaction between them and others to protect them from coming into contact with the COVID-19 virus.

The information below provides a general description of how the Midlothian Health and Social Care Partnership will use your personal information in order to offer you support during this time.

### Our Privacy Promise

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

### What lets us collect your information?

Midlothian Council has a statutory duty in relation to the protection of public health and our legal basis for processing the information is:

- for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council;
- for reasons of substantial public interest; and
- to protect your vital interest.

### What kinds of personal data do we collect?

The personal data we are collecting includes:

- Your name, date of birth, address, telephone number, and email address.
- Community Health Index (CHI). This is the 10-digit number used by the NHS to provide health services.
- GP Name, GP Surgery Name and Address.
- Household composition i.e. number of adults, number of children.
- Relationship to person needing support (if calling on behalf of someone else).
- Whether you have any caring responsibilities.
- Confirmation on whether you have received a Shielding Letter from the NHS.
- Confirmation on whether you have registered for food packages or priority supermarket delivery.
- Dietary or cultural food requirements.
- What support you have in place i.e. family, friends, neighbours, community.
- Financial concerns.
- Details of pharmacy if requiring support in collecting prescriptions.
- Confirmation of whether you are self-isolating or whether a member of your household is experiencing symptoms of coronavirus at the time a request for support is made.

### **How do we collect your personal data?**

For those individuals who have received a shielding letter we will have received your contact details from the NHS, including the reason why you have been identified. All other personal information collected is from you directly, either by email or over the phone.

### **How do we use your personal data?**

Your personal information is being used to help us identify and offer relevant support, or put in place a request for a service. For example, this could include:-

- Helping you register for a food box, or arrange priority supermarket shopping.
- Food supplies
- Prescription collection
- Dog walking
- Weekly call back to help with isolation
- Financial help/advice
- Request for another social work service
- Request for another Midlothian Council service

### **With whom do we share your personal data?**

In order to provide shielding support we will share your personal data internally with other relevant Midlothian Council Services, such as Communities and Lifelong Learning.

We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

### **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 [here](#).