

How your personal Information is used by the Telephone Befriending 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 our **Telephone Befriending Service**. This is part of the Communities and Lifelong Learning Service, **People and Partnerships Directorate**, provided by Midlothian Council.

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:

- Community Empowerment (Scotland) Act (CE(S)A) 2015
- Local Government Act (2003)

What kinds of personal data do we collect?

The personal data we will collect include:

- Name
- Address
- Telephone number
- Client reference number
- Likes/dislikes
- Emergency contact details (name, address & contact details)

If necessary, we may also collect special category data, such as health information, about you in order to provide a tailored response suitable for your personal circumstances.

How do we collect your personal data?

Midlothian Council Telephone Befriending Service will collect client data in the Befriending process from a self-referral from the individual seeking Befriending, from a client referral application form from Midlothian Council departments or from Third sector agencies. Data can be collected by direct telephone contact, email or through use of an application form.

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?

Midlothian Council Telephone Befriending Service uses the personal data collected in a referral to make direct contact with the client to offer the service. If the client would like to engage with the service then their name and telephone number is provided to a volunteer matched up with the client by the Volunteer Coordinator. The personal data is recorded in a client database in a secure computer file. The referral agency is provided with a note of the client and volunteer match. Should the service no longer be required by the client then the referral agency will be informed by email or telephone.

Why do we share your personal data?

Having a clear process of data collection, usage and sharing of data allows the service to be effective ensuring that a client referral from either self-referral or from an agency is actioned timeously with a client receiving a volunteer match suitable for them.

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 Befriending information might include Midlothian Council services, including Communities and Life Long Learning, Shielding teams, Social Work, Contact Centre and third sector organisations such as Volunteer Midlothian.

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'. You can access our retention schedule [here](#).

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](#).