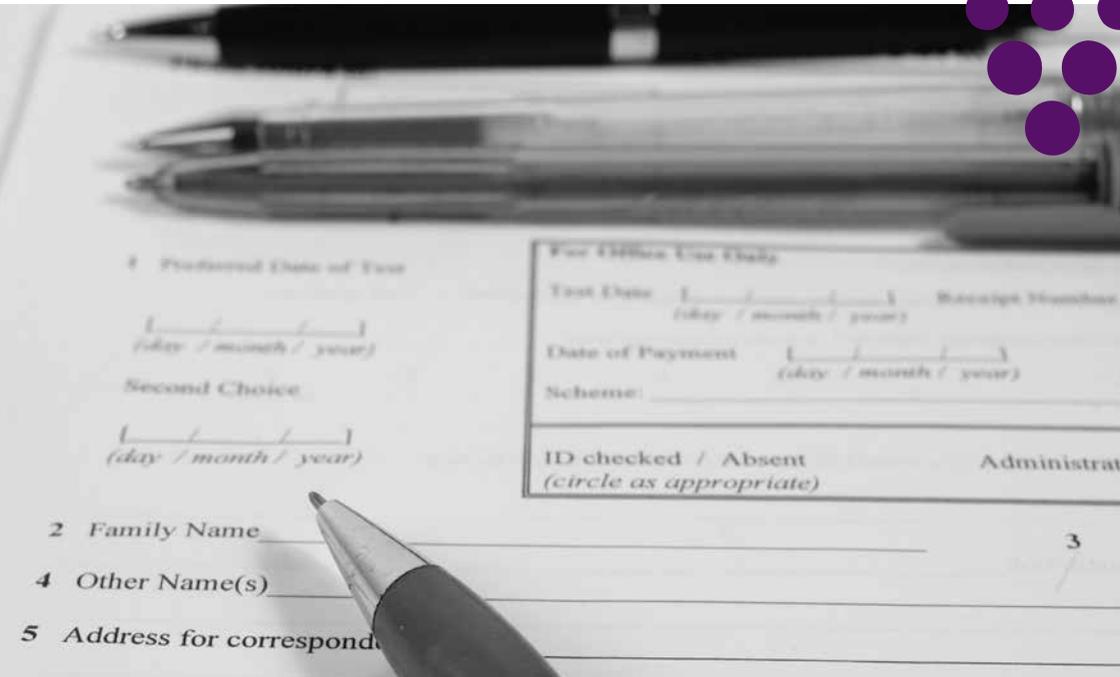


How we use your information to provide services

Adult Social Care



1 Preferred Date of Visit

[]
(day / month / year)

Second Choice

[]
(day / month / year)

2 Family Name _____

4 Other Name(s) _____

5 Address for correspondence _____

For Office Use Only

Visit Date [] / [] / [] Receipt Number _____
(day / month / year)

Date of Payment [] / [] / []
(day / month / year)

Scheme: _____

ID checked / Absent _____ Administrative _____
(circle as appropriate)

3

How we use your information to provide adult social care services

Cornwall Council provides adult social work services through its Adult Social Care Directorate and in partnership with health organisations. Cornwall Council processes your information where it is necessary for compliance with a legal obligation such as The Care Act 2014 to provide you with a requested service and support. There will be instances under legislation, for example, The Care Act 2014 where we have a legal duty to share your information. The Council retains case histories in line with retention schedules or as long as we are legally required to.

The Council needs to use this personal, and often sensitive, information to help make the right decisions about the type of service you need, and to check whether the services are helping you as they should.

The Council provides services in partnership with other agencies and providers on your behalf. Social care and health care workers in Cornwall often work together in teams providing care to people living in the community. Sometimes some of the information held by social care staff needs to be shared with staff working in other Council departments and staff employed by the NHS or other partner organisations. This is to ensure you receive appropriate care, support and treatment. Sharing this information also helps avoid you being asked for the same information more than once.

We also collect NHS numbers for the purposes of administration of Adult Social Care, Residential and Nursing homes and other activities where services communicate with health bodies about direct care such as GPs, hospitals, community matrons, district nurses and social care practitioners. NHS numbers are personal data and are therefore processed in accordance with the Data Protection Act. More information about the use of NHS numbers in Adult Social Care can be found via the following link: <http://www.cornwall.gov.uk/health-and-social-care/adult-social-care/how-we-handle-your-information/use-of-your-nhs-number/>

Cornwall Council is a data controller, registered with the Information Commissioner's office, our registered address is:

Cornwall Council, New County Hall,
Treyew Road, Truro TR1 3AY.

Data Protection Registration Number:
Z1745294

Why do you need information about me?

- To allow us to undertake accurate assessments and reviews of your social care needs.
- To ensure you receive services best suited to your needs and circumstances.
- To help us monitor and improve services.

We will keep your information for 7 years after we stop delivering services to you or 10 years if you are subject to a mental capacity assessment.

How care services use your information

Most of the time anonymised data is used for research and planning purposes so that you cannot be identified.

However, when your personal information might be used for research and planning purposes, you have a choice about whether we use your information this way under the National Data Opt-Out.

If you are happy with this use of your personal information you do not need to do anything.

If you do choose to opt out of your personal information being used for research and planning purposes, your information will still be used to support your individual direct care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. You can change your mind about your choice at any time.

Cornwall Council Adult Social Care is currently compliant with the national data opt-out policy and we will apply your choice to any confidential personal information we use or share for purposes beyond your individual care and support.

Why do you need information about other people in relation to my case?

- To allow us to most effectively assist the people who are providing you with care and support.
- If you are vulnerable or at risk, to allow us to protect you better.

To whom will you give this information?

- We will normally only share information about you, or other people related to your situation, with people involved in providing your care and support, or if we are concerned for your safety. Sometimes, we need to share information if there is a risk of harm to others, including children.

Whenever your consent to share your information is required, we will always ask you.

Will my information ever be shared without my knowledge?

In the following circumstances, the law allows information to be shared without your knowledge;

- To aid in the prevention and/or the detection of crime.
- If your behaviour constitutes a serious risk of harm to yourself.
- If your behaviour constitutes a serious risk of harm to others, including any children to whom you may have access.

What are my data rights?

Your personal information belongs to you and you have the right to:

- Be informed of how we will process it.
- Request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way).

- Have it amended if it's incorrect or incomplete.
- Have it deleted (where we do not have a legal requirement to retain it).
- Where we are relying on your consent to process your personal data, you have the right to request that we stop processing your data. Please be aware that this may have an impact on your service provision.
- Object to us using it in relation to a legal task or in the exercise of an official authority.

How do I get access to information held about me?

Requests for access to information must be made in writing and can either be passed to your social worker or sent directly to the Council's Data Protection Officer at the postal or email addresses below. You can ask your social worker or another member of Council staff to help you make a request for access.

If you don't agree with something

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office.

t: **0303 123 1113** or

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

Need more help?

For more information and advice on how we use your personal information, please contact the Data Protection Officer at:

e: **dpo@cornwall.gov.uk**

t: **01872 326424**

If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Treyew Road, Truro, TR1 3AY

e: equality@cornwall.gov.uk

t: 0300 1234 100