

Service: Community Services

Data Controller: Runnymede Borough Council, Civic Centre, Station Road, Addlestone, Surrey, KT15 2AH

Data Protection Officer: Natalie Lacey

Introduction

We collect and process personal data relating to our service users in order to provide services to the community. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the organisation collect?

The organisation collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth, gender and ethnicity;
- details of your bank account and payment card details;
- information about your marital status, next of kin and their emergency contact details;
- transactional data including payments to and from you for products and services purchased;
- information about medical or health conditions, including whether or not you have a disability and your NHS number;
- your preferences in receiving marketing from us and our third parties and your communication preferences

The organisation collects this information in a variety of ways. For example, data is collected through application forms and correspondence with you about the following services;

- Community Alarm and Telecare;
- GPS Location Service
- Community Transport;
- Meals at Home;
- Day Centres;
- Home Improvement Agency and Handyperson services

Why does the organisation process personal data?

We need to process data for the performance of a contract with you. For example, we need to process your data to provide you with the services referred to, or in order to take steps at your request, prior to entering into a contract for these services.

With regards to special category data, such as health and disability data, processing is also necessary for reasons of substantial public interest, namely to support individuals with a particular disability or medical condition.

In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, we have a duty to report safeguarding issues to the appropriate authority. Additionally, the Civil Contingencies Act 2004 requires us to share data with other organisations to support a multi-agency approach to a borough emergency, to ensure that residents identified as potentially vulnerable or at risk are identified as requiring possible support or assistance.

In other cases, we require your consent to process your information. For example, we would like to provide marketing material for our other services which may be of interest to you. However we will always ask for your consent for this and give you the opportunity to withdraw consent at any time.

Who has access to data?

Your information will be shared with the parties set out below for the purposes stated above.

- Surrey County Council (including Adult Social Care)
- North West Surrey Clinical Commissioning Group
- Surrey Heartlands Health and Care Partnership
- Surrey Heath Borough Council (as a partner organisation)
- Woking Borough Council (as a partner organisation)
- Safer Runnymede (who monitor the Community Alarm and Telecare Service and GPS Location Service)
- Emergency services
- Other council departments

In addition we may share your information with other borough councils and voluntary sector organisations where services you request or express an interest in are not provided directly by Runnymede Borough Council.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions and

data protection laws. They are also obliged to implement appropriate technical and organisational measures to ensure the security of data.

List of Vulnerable People

In order to plan and mitigate the effects of emergencies we maintain a list of all those people who could be affected by an emergency. We share this list with other emergency responders, in an event of an emergency, so we are able to make the right judgements.

This sharing is regulated by the Surrey Provision of Direct Care Information Sharing Agreement and the Multi Agency Sharing Protocol Agreement. The organisation will not transfer your data to countries outside the European Economic Area.

How does the organisation protect data?

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Data will only be processed by members of staff authorised by the Data Controller for this purpose. Access to our systems is limited to authorised members of the Community Services team whose job role requires access to the personal data.

For how long does the organisation keep data?

We will hold your personal data for the duration of our contract with you and will archive the information once the contract ceases.

By law we must retain basic information about our customers for 6 years after the end of the contract for internal administration purposes.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a subject access request);
- require us to change incorrect or incomplete data;
- ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- ask Runnymede Borough Council to stop processing data

You can make a subject access request by completing the organisation's form for making a subject access request. This can be found at the web address below, or can be requested by contacting us on 01932 838383.

<https://www.runnymede.gov.uk/article/14634/Can-I-ask-for-personal-information-about-myself->

If you believe that Runnymede Borough Council has not complied with your data protection rights, you should initially contact our Data Protection Officer and if dissatisfied with the outcome you can make a complaint to the Information Commissioner. The website address for further information on making a complaint to the Commissioner can be found below:

<https://ico.org.uk/make-a-complaint/>