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Service Area:	Social Services - Caerphilly Cares
Work Area:	Caerphilly Cares
Contact Details:	01443 811490 CaerphillyCares@caerphilly.gov.uk
Privacy Notice Name:	Caerphilly Cares service
Description of Privacy Notice:	This Privacy Notice will explain how the Caerphilly Cares service, which provides a single point of contact for support services within the CCB area, will use your personal data.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

It is impossible for everyone to know about all the services available to support people's wellbeing in Caerphilly borough area. The Caerphilly Cares service will provide a front door to services to provide a single point of contact for information, advice and assistance to ensure that residents' needs are met appropriately.

- If Information is required, we will not record any information about you on our systems.
- If Advice is required we will need to record your name, contact details and the nature of the advice provided for our records.
- If Assistance is required (including referral to another service, or community provision), with your agreement, we will collect relevant information about you in order to assess your needs in order to offer the most appropriate support. The support offered may be a CCBC service, a volunteer or it may be service offered by another organisation, but they will have the right expertise / skills to meet those needs identified.

After your work with the support service is complete, feedback such as how you engaged and how your needs were met will be shared back to the Caerphilly Cares service.

We may also use your information for monitoring and evaluation purposes.

If it is believed that a child or vulnerable adult may be at risk, we have a legal duty to investigate and the Wales Safeguarding Procedures will be followed, which may result in a formal investigation and assessment. This may involve several agencies such as the police, health and education.

Legal basis for processing

There is a public task obligation to process your information detailed below:

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

(1)(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

Data Protection legislation provides extra protection for certain classes of information called 'special category personal data', which includes information about your physical or mental health. If any information falls within the definition of special category personal data then an additional condition from Article 9 of the Regulations must be identified, as outlined below:

(2)(g) - processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;

The above condition also needs an additional condition from the Data Protection Act 2018, Schedule 2

- 6 (1) This condition is met if the processing—
- (a) is necessary for a purpose listed in sub-paragraph (2), and
 - (b) is necessary for reasons of substantial public interest.
- (2) Those purposes are—
- (a) the exercise of a function conferred on a person by an enactment or rule of law;
 - (b) the exercise of a function of the Crown, a Minister of the Crown or a government department.

The enactments or rules of law relevant to above condition is set out in:

Well-being of Future Generations (Wales) Act 2015
The Social Services and Well-being (Wales) Act 2014

Source and type of information being processed

Categories of personal data obtained

Caerphilly County Borough Council has obtained the following categories of your personal data:

- Name, address and contact details of the individual requiring assistance
- Relevant personal circumstances / needs of the individual requiring assistance (which may include details of physical or mental health)
- Outcome of assessment including the services referred to
- Feedback on engagement and if needs have been met
- Name and contact details of person making the referral to the Caerphilly Cares service (if different from the person requiring assistance).

Source of the personal data

- You (or the person making the referral to Caerphilly Cares service on your behalf)
- The Caerphilly Cares service
- The services that you have been referred to

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances e.g. if you have agreed to be referred to another service. Please contact the Service Area detailed on the top of this Privacy Notice for further information.

Details of main users of your information

The main user of your information will be the Caerphilly Cares service.

However, support allocated may be a CCBC service or it may be service offered by another organisation.

Details of any sharing of your information

With your agreement, you may be referred to another service, based on your needs. Services that you may be referred to include:

- Other Caerphilly County Borough Council operated services, which may include but is not limited to:
 - Caerphilly Homes (including Tenancy Support/Rents team)
 - Benefits team
 - IAA (Social Services)
 - Supporting People
 - Employment Support programmes
 - Income Maximisation
- Services operated by others including community service, which may include but is not limited to:
 - Citizens Advice Bureau
 - Caerphilly Parent Network
 - Trussell Trust Foodbanks and other related projects
 - Local community groups
 - Llamau
 - Primary Care Services – including GPs

If it is believed that a child or vulnerable adult may be at risk, we have a legal duty to investigate and the Wales Safeguarding Procedures will be followed, which may result in a formal investigation and assessment. This may involve several agencies such as the police, health and education. Your agreement to be referred to enter into this process will not be required.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice. We will keep your information for 7 years in line with Welsh Government funding requirements.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

The Caerphilly Cares service will provide a front door to services to provide a single point of contact for information, advice and assistance to ensure that residents' needs are met appropriately. With your agreement, you may be referred to another support service which will have the expertise to assist with your needs. This will involve sharing your information with them, and they may also feedback to Caerphilly Cares on your progress. The support service allocated may be a CCBC service or it may be service offered by another organisation. The legal basis for collecting your data is public task, and we will retain your information for 7 years.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)