

Service Area and contact details	
Service Area:	Adult & Community Services
Contact Details:	BusinessSupportAdults@newport.gov.uk
Privacy Notice Name:	Adult and Community Services
Source and categories of information being processed	
This section is only relevant if personal data has been obtained from a source <u>other than</u> yourself (the data subject).	
Newport City Council has obtained the following categories of your personal data:	
Newport City Council's Adult and Community Services will capture and record details relating to your situation and provide suitable care and support, for those with an identified need.	
This section will explain the categories of personal data that could be shared with us and the type of individuals and organisations that may provide us with information	
Categories of personal data obtained by Adult and Community Services are:	
<ul style="list-style-type: none"> • Name • Address • DOB • Gender • Contact Details • NHS Number • National Insurance No. 	
Adult and Community Service may also obtain and retain more specific information required for:	
<ul style="list-style-type: none"> • Care and support needs • Assessment, Care Planning and Reviewing • Case Management • Your personal outcome and goals • Information about your Wellbeing • Safeguarding • Domestic Abuse • Physical Health • Mental Health and Capacity • Financial Information • Medical Information • Criminal Record • Deprivation of Liberty • Tenure / Homelessness • Immigration • South East Wales Emergency Duty Team (out of hours services) 	

We have obtained your information from:

Newport City Council's Adult and Community Services receives and records information provided from a range of sources:

- You, Your family and friends or advocate
- General Practitioners
- Medical Professionals
- Health Boards
- Other Local Authorities
- Independent Care Providers
- Residential and Nursing Care Homes
- Housing Associations / Registered Social Landlords
- Partner Agencies
- Police and other emergency services
- Disclosure and Barring Services
- Regulatory Bodies - Care Inspectorate Wales (CIW) / Health Inspectorate Wales
- Education Providers
- Legal Representatives
- Home Office
- General Public
- Department of Works & Pensions
- Prison
- Probations Services

If you would like further information on the source of information we hold, please contact Newport City Council. This may require you to apply for a Subject Access Request under Data Protection Legislation

Purpose and legal basis for using your information

Here, we will explain the reason why we have collected your personal data and the reasons for processing.

Our legal basis for processing your information:

We have a statutory obligation to process your personal data

Further details about our legal basis for using your information and the purpose of processing:

In order to provide the support that you may require Newport City Council, Adult and Community Services will need to gather, record and share your information. We will record details such as your name, contact details and the nature of the advice we have provide you. As your enquiry progresses we will collect further information about you in order to offer the right support to enable you to meet your identified objectives.

Adult and Community Services is governed by a range of legislation that provides the legal basis for processing your information, which may include the following legislation, depending on the reason for your referral.

- Social Services and Well-being Act. This came into force on the 6th April 2016 and provides the legal framework for improving the well-being of people who need care and support, including the needs of Carers
- The Mental Capacity Act 2005
- Wales Safeguarding Procedures
- The Mental Health Act 1983

The right to withdraw consent

If we are relying on your consent to process your data, you have the right to withdraw your consent to this processing at any point. To do so, please contact the person named at the top of this privacy notice.

(Only relevant to consent based processing)

You must provide us with the information we need to deliver the service, if there is either:

- a) A contractual obligation to do so, or
- b) A statutory obligation to do so.

(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task obligation)

The consequences of not providing the information are as follows:

If you do not provide us with your information we will not be able to provide you with appropriate information, advice and assistance.

Special Category Data

(Only relevant if special category data is being processed)

Sometimes we process special category data which is afforded more protection under the Data Protection Act. This is because special category data is deemed to be more sensitive. If we are processing your special category data then we need to establish a further lawful basis for processing, and we have highlighted this below:

There is substantial public interest

Special category data is data about an individual's race, ethnic origin, politics, religion, trade union membership, genetics, biometrics, health, sex life or sexual orientation. It is likely that we will process data that relates to your health and medical history and there is substantial public interest in doing this. The processing of this data will be proportionate to the aim pursued and respect the essence of the right to data protection. We will provide for suitable and specific measures to safeguard your fundamental rights and interests.

Automatic decision making/profiling

(Only relevant if we are making an automated decision on a data subject)

Sometimes we use computers or technology to help us make decisions about the service we offer you. Below are the details of what decision making or profiling systems we have used, and how the decision was made:

Not Applicable

Who will have access to your personal information?

Newport City Council is the data controller and the Data Protection Officer is:

Digital Services Manager
Email: information.management@newport.gov.uk
Tel: 01633 656656

Other data controllers may also be responsible for your information, depending on the specific circumstances. Please contact the service area for further information.

The main users of your personal information are:

These departments are the main users of your information:

- NCC Contact Centre
- First Contact (this team will deal with your initial enquiry and record your information, if appropriate)
- Neighbourhood Networking (NCN)
- Mental Health
- Hospital Interface
- Occupational Therapy
- Contracts & Commissioning
- Community Reablement
- Performance Information / WCCIS Support
- Housing Support Programme
- Supported Living
- Substance Misuse
- Residential/Nursing Homes
- Day Opportunities
- Safeguarding
- Direct Payments
- Community Connectors
- Carers Support
- Shared Lives
- Home First
- Visual Impairment Service

We may share your information within Newport City Council:

We share your information with the following internal departments on a 'need to know':

- Financial Services
- Legal Services
- Insurance Services
- Housing Services
- Street Scene & City Service (Complaints and Information)
- Education
- Internal Audit
- Health & Safety
- Environmental Health
- Human Resources (if a NCC professional / volunteer is subject to allegations of abuse / neglect)

We may share your information with other, external organisations:

We also share your information with other agencies and organisation on a 'needs to know' basis:

- Health Boards
- Other Local Authorities
- Police
- Independent Care Providers
- General Practitioners
- Medical Professional
- Residential and Nursing Care Homes
- Housing Associations / Registered Social Landlords
- Partner Agencies
- Disclosure and Barring Services
- Care Inspectorate Wales (CIW)
- Older Person Commissioner
- Welsh Government
- Welsh Audit Office
- Education Authorities

- Legal Representatives
- South East Wales Emergency Duty Team (EDT out of hours)
- Court of Protection
- MP's / AM's / Ombudsman
- Universities (for research purposes)
- External Consultants
- Welsh Local Government Association
- Regional Social Work Teams
- TCES – Medequip
- Worcester Telecare
- GDAS – (Gwent Drug and Alcohol Service)
- Your Employer - (if you are professional / volunteer is subject to allegations of abuse / neglect)

Sometimes we use the specialist help of other organisations/companies to process your data on our behalf. These companies are known as 'data processors'. In processing your data, we use the following data processors:

- Care Works (WCCIS)
- Civica
- Shared Resource Services (SRS)
- Severlec (Abacus)
- Powerbase
- Access

Details of any international transfers of your personal information:
(if applicable)

Not applicable

Requests for information

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

If you would like to request a copy of the personal information that we hold about you, you can request to have a copy of our **Personal Information Request Form** here:

Information.management@newport.gov.uk

If you would like to submit a Freedom of Information Request/Environmental Information request to us, you can submit your request to us here:

www.newport.gov.uk/FOI

Your Rights

The Data Protection Act gives you a number of rights. Please note that not all of these rights are absolute and we will need to consider your request upon receipt. You have the right to request:

- to have your data rectified if it is inaccurate or incomplete;
- to have your data erased;
- to restrict the processing of your data;
- to exercise your right to data portability;
- to object to the processing for the purposes of direct marketing, profiling and automated decision making.

In all instances, please submit your request to: information.management@newport.gov.uk

Wales Safeguarding Procedures

If there is reasonable cause to believe a vulnerable adult may be at risk, we have a legal duty to make enquires and decide if action is required. This may include a formal investigation and assessment. This may involve several agencies such as the health, education and the police. If you hold a position of trust (e.g. professional / volunteer) and subject to an allegation of abuse / neglect your information may be shared with your employer.

Complaints Procedure

If you are unhappy with the way Newport City Council is using your data, you have the right to complain to us. If you would like to do this, please contact us by sending an e-mail to this address;

Information.management@newport.gov.uk

If you are not content with the subsequent outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Councils complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioners Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF.

How long will we retain your information?

Details of retention period

We will retain your information in line with our Information Retention and Disposal Policy and will keep your information only for as long as it is needed, after which it will be deleted or destroyed.