

Privacy Notice for Community Equipment Service

Information Held About you

The Community Equipment Service provides a range of community equipment to Herefordshire residents, including items such as shower chairs, toilet frames, commodes, hoists and specialist equipment for children with disabilities. This service seeks to enable residents to live full, active, and independent lives.

In order to provide this service it is necessary to have access to and hold personal information about you.

This information will include:-

- Name
- Date of birth
- Gender
- Title
- Weight
- Height
- Address
- Telephone number / Alternative number i.e. mobile phone
- Email address
- Next of Kin name and contact details
- A description of your property
- Social situation
- Medical conditions/ history

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Herefordshire Council.

Hoople Ltd is the Data Processor who will process your information on behalf of Herefordshire Council and yourself.

How will we use the Information we hold about you?

We will collect information about you (where applicable) to:-

- To deliver, install, repair or collect your equipment.
- To assess your home environment to install your equipment.
- To respond to your enquires, and inform you of your appointments
- To investigate any concerns or complaints you have made about the service.

What is the legal basis for us to process your data?

The legal basis for processing the data is:

Public task: the processing is necessary for us to perform a task in the public interest or for official functions, and the task or function has a clear basis in law.

Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services

Who we will share your information with?

The information that we hold may be shared in part with Herefordshire Council and/or Wye Valley NHS who we provide the service on behalf of.

On occasions your information may be accessed by contracted IT support organisations in the delivery of IT support for both the IT infrastructure and associated systems. Access by IT support will only be for such reasons as fixing any technical software issues and any viewing of data will be incidental to this.

We will not share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How Long do we Keep your Records?

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be in line with Herefordshire Council's retention schedule. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Information Governance Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE or via email, informationgovernance@herefordshire.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact the Community Equipment Service in the first instance. You can also contact the Data Protection Officer, Herefordshire Council, Plough Lane, Hereford HR4 0LE, email:

informationgovernance@herefordshire.gov.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>