



Privacy Notice for Court Appointee & Deputyship

Information Held About you

The Court Appointee and Deputyship Team is responsible for the effective management of an individual's financial affairs, in relation to both property and finance where it has been legally agreed that the individual does not have the mental capacity to do so.

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

This information will include:-

- Name, address, telephone number and email address
- Financial related information such as bank details, bank statements, income & expenditure
- Property related information such as valuations
- Health related information such as care assessments, family 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:-

- Deliver accurate and effective financial advice and support to you as an individual
- Manage your personal finances in an effective and agreed manner
- Deal effectively with all areas of your financial and property responsibilities

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

The legal basis for processing the data is

- A legal decision made by the Court of Protection
- Authority of the Department of Work and Pensions
-

Who we will share your information with

The information that we hold may be shared in part with :-

- HMRC
- DWP

- Other companies as required to manage your financial affairs, such as utility companies, care providers, banks

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 kept for a maximum of 13 years. 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 Appointee & Deputyship Team 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/>