

## **Privacy Notice for Adult Social Care**

**Reviewed Nov  
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V3.0**



# Adult Social Care

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at **[www.bolton.gov.uk](http://www.bolton.gov.uk)**

This notice provides additional privacy information for:

- Adult Social Care

It describes how we collect, use and share personal information about you

- In relation to Adult Social Care
- The types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held may be done so in a variety of ways.

## Purposes

We collect your personal information for the following purposes:

- Provide you with the information and advice
- Assess your current needs and how best to meet them
- Understand your previous health care and support
- Make sure your support is safe and effective and ensure the care you are receiving is meeting your needs
- To work with Partners to ensure you get the best possible service and commission other services where appropriate. Sharing your information means you won't have to repeat questions to other health and care services.
- Calculate financial assessments for care services received
- Calculate finances and keep track of spend towards your care service
- Apply for Appointeeship or Court of Protection
- Help investigate any worries or complaints you have about your care
- Review the quality of care you are receiving
- Research and analysis which is then used to plan new services, assess our performance, commission new services, market shaping and development
- Local government Ombudsman to investigate complaints
- Ensure compliance with safeguarding adults policies and procedures
- Completion of statutory government returns around health and social care

## Categories of personal data

In order to carry out these purposes we may collect and obtain:

- Basic details about you such as name, address, telephone number, email address and date of birth.
- Details surrounding your family
- Housing circumstances
- Housing needs
- Lifestyle and social circumstances
- Financial details
- Employment and education details
- Business information and activities
- Physical or mental health
- Religious beliefs
- Sexual life or sexual orientation
- Criminal history
- Race or ethnic origin
- Offences

## Legal basis for processing

The legal basis for processing your personal information is:

- Performing or exercising obligations as part of a legal requirement (The Care Act 2014 and Health and Social Care Act 2012)
- In the public interest or in the exercise of official authority
- In order to process special data for the provision of health and social care

If you fail to provide certain information when requested, we may not be able to provide the service to you or we may be prevented from complying with our legal obligations.

## Information sharing/recipients

We may collect and share personal information about you with the following types of organisations:

- Teams within Bolton Council in order to provide our services to you
- Health services (e.g. Bolton Foundation Trust, GMMH, Bolton CCG)

- Care providers (private)
  - Voluntary organisations such as Age UK
  - Other Local Authorities
  - Government agencies
  - Officer of the Public Guardian and Court of Protection
  - Department for Work and Pensions
  - Emergency services
  - NHS England
  - Third parties who help us with research and analysis of local care services.
- Although this shared information is about the care received by our service users, it does not identify anyone directly by name or address. Instead we use a numerical identifier so that the information we share does not contain anything that could identify service users directly.

We may share information with the organisations listed above in order to provide a service to you or where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. We may also share information to safeguard public funds administered by the Authority.

We also share some data about you for two new important projects. The first of these, the **Adult Social Care Minimum data set**, involves sharing with other local authorities in Greater Manchester and with NHS England in line with section 6 of the Care Act 2014 so we can assess our performance and improve how we deliver our local care services. Although this shared information is about the care received by our service users, it does not identify anyone directly by name or address. Instead we use a numerical identifier so that the information we share does not contain anything that could identify service users directly. The shared information is used solely to produce aggregated reports at a statistical level to compare and assess our performance across Greater Manchester. This helps us to continuously and collectively improve our local services.

Second, the council is taking part in a new **Markets and Modelling Project**. This will involve sharing of data with the Improvement and Development Agency (IDeA) (owned by the Local Government Association). Again, a numerical identifier will be used so that the information we share does not contain anything that could identify service users directly. Shared information will include data about the types of settings individuals reside in/services individuals use, their age group, their sex and information about their care needs.

The primary aim of this project is to help councils, sub-regions and regions understand and shape their adult social care markets by collecting data and building online tools which enable analysis and modelling of markets. It is also hoped that this will help us with future planning and predicting demand enabling us to better coordinate social care provision that provides the outcomes we desire for our residents. The legal justification for this sharing is that it is necessary for the performance of a task in the public interest – it is in line with Section 5 of the Care Act 2014 which requires local authorities to promote the efficient and effective

operation of the market in care services.

To find out more or to stop your **confidential information** being used for research purposes please refer to our national data opt-out privacy notice

<https://www.bolton.gov.uk/downloads/file/2842/national-data-opt-out-privacy-notice>

## Your NHS Number

Local health and social care services are working together to improve how your information is shared to support the decisions they make about your care. We ask for your NHS Number as it helps to uniquely identify you when sharing information between health and social care. The council also uses the Personal Demographic Service (PDS) to trace and verify your NHS number to help assure we have the correct NHS Number for you.

For more information please visit the [Bolton Care Record website](#).

## Automated Decisions

For this service:

- All the decisions we make about you involve human intervention

## Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

## Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at [information.security@bolton.gov.uk](mailto:information.security@bolton.gov.uk)

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

## **Updates to Privacy Notice**

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details