

Privacy Notice

HAS Provider Services Team



**North Yorkshire
County Council**

This Privacy Notice is designed to help you understand how and why the Provider Services Team within Health and Adults Service (HAS) processes your personal data. This notice should be read in conjunction with the Council's [Corporate Privacy Notice](#).

Who are we?

North Yorkshire County Council is a 'Data Controller' as defined by Article 4(7) of the General Data Protection Regulation (GDPR).

NYCC directly provide for adults living in North Yorkshire care and support through a number of different services. These services are offered in a number of different ways or settings but all with the aim of providing care and support where needed, promoting independence and ensuring adults have choice and control over their lives. The teams dealing with these services collect and process data in order to facilitate the care and support provision of adults receiving these services.

The services provided are as follows:

- **Personal Care at Home** – this is often referred to as domiciliary care and involved care and support workers providing support in person own home where required.
- **Extra Care and Support.** NYCC is the main provider of extra care in 13 extra care schemes in North Yorkshire. Staff provide planned visits to some of people living in these schemes and also the background/ad hoc support to all the people living in these schemes.
- **Residential care services.** NYCC has 10 care establishments where adults generally over 65 live permanently and require care and support on a 24 hour basis. Some of these residential establishments also provide support for people leaving hospital and require a period of rehabilitation and recuperation. Some also provide short stay visits to provide respite for carers and breaks for the person. NYCC also deliver day care support in some of these establishments.

As well as the above NYCC also provides day care in 8 establishments for adults with learning disabilities, and autism and complex needs and provides residential short stay services for adults with learning disabilities in 5 buildings across North Yorkshire.

The Council has appointed **Veritau Ltd** to be its Data Protection Officer. Their contact details are:

Data Protection Officer
Veritau Ltd
County Hall
Racecourse Lane
Northallerton
DL7 8AL
01609 53 2526 / infogov@northyorks.gov.uk

What personal information do we collect?

The Provider Services Team collects personal data including, but not necessarily limited to:

- Name, Address, Date of Birth and Contact details,
- Social Care ID and NHS ID,
- Family Composition, family history, relationships information, lifestyle information and social circumstances,
- Personal referees,
- Financial information,
- Visual images, personal appearance and behaviour.

The team also collects the following special category data:

- Physical and / or Mental Health Details,
- Racial or Ethnic Origin,
- Religious or philosophical beliefs,
- Social Care assessed needs and Support Outcomes,
- Criminal proceedings, outcomes and convictions.

Why do we collect your personal information?

We require personal data and special category data in order to assess social care needs as well as arranging and providing social care services. This includes:

- Service Delivery
- Service Planning/Improvement
- Research (using anonymised data only unless we specifically request your consent to use identifiable personal data)

Who do we share this information with?

In order to deliver effective and high quality services the Provider Services Team routinely shares data with:

- NHS Agencies (GPs, Hospitals, Ambulance, Health Visitor), mental health services, and other Health Providers
- Education Providers
- Domiciliary Care, Residential/Nursing care, and day care providers
- Local and Central Government Agencies (such as the Department of Health and Department of Work and Pensions)
- Substance Misuse Agencies
- Advocacy Services
- Prepaid Card Providers
- Direct Payment Support Services
- Housing Associations
- Careline

Use of your NHS Number in Adult Social Care

If you are receiving support from adult social care then the NHS may share your NHS number with us. This is so that the NHS and adult social care are using the same number to identify you whilst providing your care. By using the same number we are able to work together to improve your care and support.

How long do we keep your information for?

Data held	Retention period
Records relating to the creation and management of the care needs assessment process	Retain from year records created plus 6 years.
Client records relating to the provision of respite care for adults	Retain from year records created plus 6 years.

What is our lawful basis for processing your information?

The Provider Services Team processes your personal data in order to comply with a legal obligation or because processing is in the public interest.

The team may also process your special category data as it has a legal obligation to provide health and social care services.

For More information about how the County Council uses your data, including your privacy rights and the complaints process, please see our [Corporate Privacy Notice](#).