

# Privacy Notice

*Quality and Monitoring Team*



**North Yorkshire  
County Council**

**This Privacy Notice is designed to help you understand how and why the Quality and Monitoring Team 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). The teams dealing with brokerage, contracting, quality assurance, contract compliance and quality improvement collect and process data in order to facilitate this activity.

The functions undertaken by the Quality & Monitoring Team are:

Brokerage	Sourcing placements and packages of care for people with care and support needs. Producing and issuing contracts for individual placements and packages of care and support
Contracting	Contract management and monitoring of larger contracts for services provided for multiple people
Quality Assurance	Ensuring services commissioned by the Council are of a suitable standard and meet contractual requirements, making improvements, where required.
Contract Compliance	Dealing with situations where contract standards have not been met and where contractual breaches have occurred.
Quality Improvement	Working with providers to secure improvement in services so that they can continue to deliver care and support to people and continue to trade.

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  
[infogov@northyorks.gov.uk](mailto:infogov@northyorks.gov.uk) // 01609 53 2526

## **What personal information do we collect?**

The Quality and Monitoring 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?**

Without your data we would not be able to contract for care & support and ensure services delivered meet contractual requirements and of appropriate quality.

- Service Delivery
- Service Planning/Improvement
- Prevention or Detection of Fraud/Crime
- Research (using anonymised data only unless we specifically request your consent to use identifiable personal data)
- Understand the care market
- maintain lists of preferred providers

### **Who do we share this information with?**

In order to deliver effective and high quality services the Quality and Monitoring 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 contracts	7, 10 or 12 years dependent on the nature of the contract
Records relating to market shaping and market development activity	Retain from year records created for 6 years.

### What is our lawful basis for processing your information?

With regard to personal data:

Article 6(1)(c) – Legal obligation: the processing is necessary to comply with the law

With regard to special category data:

Article 9(2)(h) – Provision of health and social care

**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](#).**