

Adult Social Care Helpdesk Enquiry eForm Privacy Notice

Why Gloucestershire County Council collects information about you

Gloucestershire County Council's Adult Social Care Service collects, processes and holds information, including personal information, to allow it to provide services effectively and to meet its statutory duties.

Gloucestershire County Council will be the Data Controller, as defined by the Data Protection Act 1998. The Council recognises that this information is important to individuals and that it is responsible for the information it holds about them. It takes seriously its responsibility to ensure that any personal information it collects and uses is done so proportionately, correctly and safely.

By completing this form, you give consent for Gloucestershire County Council to hold your information in order to process your enquiry and provide you with relevant information.

It is possible that the information you provide us with now may be stored and used to help determine if you need further help and support at a later date. If you supply information, we are legally bound by the Data Protection Act 1998 to make sure that the information is only used for the purpose for which it was supplied and to make sure that the data is held securely.

Recipients of personal data

In the first instance, the information you provide through the online enquiry form will be sent electronically to the Adult Social Care Helpdesk. If we feel that your enquiry is more appropriate for a partner organisation or provider, we may share your information with them.

We may have to share your information with third parties if we feel there is a risk of serious harm to yourself or another individual, or there is a legal requirement to do so. If we do this, we will make sure that we follow national guidelines on best practice.

We will never share your personal information for marketing purposes.

How long we keep your information for

The information you enter into this form is sent to the Adult Social Care Helpdesk. We keep contact centre enquiries for one year, as per Gloucestershire Country Council practice. If at a later date you undergo an assessment and require further services from us, your information will be kept for at least 8 years after the end of service provision, as per NHS Code of Practice.

Your rights under the Data Protection Act

Access to your information: You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please use the link below to see how you can request access:

<http://www.gloucestershire.gov.uk/council-and-democracy/data-protection/requesting-access-to-your-personal-information/>

The right to object: You have the right to object to us using your information if we have collected it in the performance of our public tasks. Please be aware that in certain situations we are allowed to still use your information if there are compelling legitimate grounds to do so. If you would like to use this right, please email informationsecurity@gloucestershire.gov.uk.

How to contact us

If you have any questions about this privacy notice, please contact us in one of the following ways:

By email: socialcare.enq@gloucestershire.gov.uk

By telephone: 01452 426868

In writing: Adult Social Care Helpdesk
Shire Hall
Westgate Street
Gloucester
GL1 2TG

Complaints about how your data has been used

If you wish to make a complaint about how your data has been used, you can contact Gloucestershire County Council's Data Protection Officer, via the Information Management Service, in one of the following ways:

By email: informationsecurity@gloucestershire.gov.uk

By telephone: 01452 324000

Making a complaint to the Information Commissioner

If you do not feel we resolve your complaint sufficiently, you have the right to take your complaint to the Information Commissioner's Office. You can do this by contacting them in one of the following ways:

Website: <https://ico.org.uk/>

By telephone: 0303 123 1113