

Help Hub Privacy Notice

Why we collect and use your information:

Gloucestershire County Council is the data controller for the personal information we collect from you. The council will collect and use your personal information in order to help coordinate and respond to the COVID-19 emergency. We know that there is already a lot of great community support happening across the county and in many areas neighbours are organising themselves locally to offer their help to those who need it. We are conscious that not everyone has these local connections so we have created this community help hub to match local people who need help, with others who can provide the help they need.

Gloucestershire County Council will be sharing your data with local council that works for your area. These include;

- Cheltenham Borough Council
- Cotswold District Council
- Forest of Dean District Council
- Gloucester City Council
- Stroud District Council
- Tewkesbury Borough Council

The information we collect about you:

Gloucestershire County Council will collect your name, contact details (email address, phone number), your postcode, your District within Gloucestershire and any other information you provide to us when completing the form.

If you apply to volunteer to help then we will also collect information about the skills (professional or otherwise) you have and how you or your business can help with the response to the emergency

If you are an individual requesting assistance (or your information has been passed to us by a neighbour) then we will also collect information about the help you need.

How we use your information:

If you apply to volunteer to help then we will share that information with the relevant district, city or borough council for them to contact you. Once they have received this information they should inform you about how they are going to use that information and your rights over its use. They may share this data on to voluntary organisations that coordinate and manage volunteer's responses.

Article 6 (GDPR) lawful basis for processing personal data:

- Processing is necessary for the performance of task carried out in the public interest

If you have asked for help (or your information has been passed to us by a neighbour) we will match the information you provide with our own data to check that you are not already receiving social care services from us. If you are it may be more appropriate for Gloucestershire County Council to help you. This is done as part of our public task. The District council that receives your information may pass this information on to voluntary organisations so they can coordinate volunteers to help you.

Article 6 (GDPR) lawful basis for processing personal data:

- Processing is necessary for the performance of task carried out in the public interest

Article 9 (GDPR) lawful basis for processing special category personal data:

- Processing is necessary for the provision and/or management of health and/or social care systems

We will also use your data to better understand the services we provide and to help us build those services for the future. We may also use your data to identify if our services are fulfilling our legal obligations.

How long we keep your information for:

If you are applying to be a volunteer then we will retain your information for up to a year after the final day in which volunteers are necessary. There may be a legal reason for us to keep it longer, such as if legislation requires us to.

If you require assistance then your data may need to be kept for longer than a year if you are already known to the council's social care services. To find further information on how long we keep your information, you can read out retention and disposal schedule at www.gloucestershire.gov.uk/retention.

If you would like to know how long the District we share your data with keeps your information then you should contact their data protection officer.

Your rights:

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 visit our website using the link below:

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

Correction of inaccurate information:

You have the right to request that the council correct information that you believe is inaccurate or incomplete. You may not always be able to change the information.

However, we will correct factual inaccuracies and may include your comments in the records.

The right to be forgotten (erasure):

You have the right to request that the council delete your information when there is no compelling reason for us to continue using it. Please be aware that in certain situations we are still allowed to keep and use your information, even when you request that it should be erased.

The right to object:

You have the right to object to us using your information if you feel we have used it outside the remit of our public tasks or when you have received marketing from us. Please be aware that in certain situations we are allowed to still use your information if there are compelling legitimate grounds to do so.

How to contact us:



Please contact us if you have any questions about this privacy notice:

By email:

communications@gloucestershire.gov.uk



In writing:

Communications Team,
Gloucestershire County Council First Floor,
Block 4(a) Shire Hall,
Westgate Street
Gloucester GL1 2TG



By telephone:

01452 427554

Using your rights:

If you wish to use any of these rights, please contact us using one of the methods below:



Online:

<https://www.gloucestershire.gov.uk/council-and-democracy/data-protection/your-information-rights/>



In Writing:

Information Management Service
Gloucestershire County Council
First Floor, Block 4(a)
Shire Hall, Westgate Street
Gloucester
GL1 2TG



Email:

Managemyrequests@gloucestershire.gov.uk

You can contact the council's Data Protection Officer, via the Information Management Service, by emailing dpo@gloucestershire.gov.uk or by calling 01452 32 4000.

Making a complaint to the Information Commissioner

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.