

Privacy Notice (How we use your information)

Personalised Care

Many things can affect our health and well-being which could include feeling isolated, lonely or stressed due to work, finances and housing problems or living with a long-term physical or mental health condition.

Kirklees Council Personalised Care Service delivers Social Prescribing, Care Coordination and Health Coaching on behalf of 9 Primary Care Networks (networks of GP practices within a geographical area) across Kirklees. This means we work with your GP practice and other health professionals to deliver services to you.

Personalised Care roles such as Social Prescribing, Care Coordination and Health Coaching help people to improve their health, wellbeing, and social welfare by connecting them to services and activities in their local community.

The categories of information that we collect, process, hold and share include:

- Personal information relating to yourself and on occasions your next of kin/household members (such as name, date of birth, address, and contact details).
- Characteristics (such as gender, religious or philosophical beliefs, race or ethnicity, disability, sex life or sexual orientation and relevant health/medical information).
- Special Category Data (such as ethnicity, sexual orientation, disability, and relevant health conditions).
- Reasons identified by the referrer for referring you into our service.
- Written case notes to document conversations and interactions between the worker and yourself whilst engaging in the service.
- Information about onward referrals we are making on your behalf and services we have signposted you towards.
- Outcome measures (i.e., we may complete questionnaires/tools to find out more about how you are feeling before engaging in our service and at the end of working with our service).

Why we collect and hold this information

We use this personal data in order to:

- Provide you with high quality personalised support.
- Provide you with the support you need to make positive changes in your life.
- Assess the quality of our services.

- Evaluate and improve our performance and create reports through the use of pseudonymised data.
- Derive statistics which inform decisions about future delivery of services.
- Ensure that we can record information accurately and in a timely way on your medical records.
- Derive statistics which inform decisions about future delivery of services.

The lawful basis on which we use this information:

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

6(1)(e) We need it to perform a public task.

These legal bases are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to

- Care Act 2014
- Health & Social Care Act 2012
- Children's Act 1989

In order to do this work, we also need to collect some special category data. This is personal data that needs more protection because it is sensitive. Under Article 9 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing special category information are:

9(2)(a) Your explicit consent. This lawful basis is only used for the purposes of collecting data in order to produce and share case studies. **You are able to remove your consent at any time. You can do this by contacting personalised.care@kirklees.gov.uk**

9(2)(g) Reasons of substantial public interest (with a basis in law)

How we store your personal information

Your information is safely stored on Kirklees Council's secure network drives and on our secure '**Personalised Care Community Unit**'.

The personalised care community unit is a case management system linked to the clinical system used by your GP practice and the information we record will form part of your medical records.

We have a sharing agreement in place with your registered GP practice which means that information recorded on our Community Unit in relation to your engagement in our service can be seen by professionals at your GP practice and any other third-party organisation that has access to your shared medical record at the time. Only services with current (live) referrals can access your record.

We keep your personal information and information about the support that has been provided in case of queries for:

- 2 years from case closure where support has been provided to children and adults including where we have been unable to contact a child or an adult who has been referred to our service. This is specifically for reporting purposes as we will report anonymously on information required by our commissioners. Information reported back to commissioners will be anonymous but the reports we run within our own data collection system will contain identifiable patient information.
- 20 years for cases supporting adults where there has been an accepted safeguarding.
- 35 years for cases supporting children where there has been an accepted safeguarding.

For cases where a safeguarding referral has been made and accepted by the Local Authority Safeguarding Team or Mental Health Crisis Services, we will create a separate safeguarding log to reflect this and store this on our Kirklees Council Shared Drive in a secure folder for the retention periods outlined above,

After this time period we will then dispose your information by manual deletion/ deduction from our Community Unit and the Kirklees Council Shared Drive for Safeguarding Incidents.

All information gathered on our SystmOne Community Unit forms part of your electronic patient record and is retained by your respective GP practice. Please refer to your registered GP practice retention schedule for further information on the length of time your data is retained on your patient record.

Who we may share your information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To safeguard vulnerable children and adults.
- In the detection and prevention of fraud or crime
- Any legal request by a court or authorised body that requires us to release information to them.
- To report anonymous data on the services we provide and outcomes to commissioners
- To further our understanding of outcomes and effectiveness of the services we provide
- To identify and encourage good practice.

We may share this information with:

- Kirklees Safeguarding Children
- Gateway to Care (Adult Safeguarding referral)

- Multi-Agency Risk Assessment Conference (MARAC) or Daily Risk Assessment Meeting (DRAM) for concerns involving Domestic Abuse
- The Integrated Care Board (or ICB) is a statutory NHS organisation which is responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in a geographical area.

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

If we need to share information without your consent, we will talk this situation through with a senior member of staff and get their permission. We will record what we have shared, why and who with. Unless the situation arises where telling you will increase the risk to you or someone else, we will always inform you where we have shared information in this situation.

We may ask for your verbal or written consent to share the work we have completed with you as a case study or storyboard to help aid learning and improvements across the service. This information will be anonymised before it is shared. We may also ask for you to sign our service consent form where you agree to the collection of personal data that is not anonymised in the form of case studies, videos, or photographs.

Will my information be safe and secure?

Yes, your personal data on SystemOne is held in accordance with current Data Protection Legislation by Kirklees Council, your GP practice and TPP (The Phoenix Partnership) respectively. Access to your data is restricted to those directly involved with recording and reviewing the service that we are providing you with. If access to your record is requested on the Community Unit once it has been mutually agreed that your engagement with our service has come to an end and your case has been closed for 14 days or more, the system triggers an alert to our service privacy officer and sub privacy officers and the staff member must provide reasons as to why they are accessing the record. The Privacy Officers will be responsible for investigating any alerts to make sure access to your patient record outside of this time period is for a legitimate purpose. If your record is accessed without purpose, in line with GDPR requirements we will notify you and implement our data breach procedure within appropriate timelines.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To exercise your rights as part of this programme, please contact data.protection@kirklees.gov.uk. For any rights relating to your medical record, you will need to contact your GP surgery.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact: personalised.care@kirklees.gov.uk

For TPP's privacy policy, please refer to this link: <https://www.tpp-uk.com/legal/privacy-policy>

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.