

Privacy Notice (How we use your information)

Customer Feedback – Adult Social Care

The types of information that we collect, hold, use and share

We collect Customer feedback in relation to Adult Social Care services and support, including:

- Complaints
- Comments
- Concerns
- Compliments
- Requests for assistance
- Freedom of Information Requests (about Adult Social Care)
- Data Protection requests (Adult Social Care records)

Why we collect and hold this information

We provide, either directly or through commissioned providers a number of social care services. The majority of this work is included in the Adult Social Care privacy notice, which can be found [here](#).

As a result of this, we receive large amounts of communication from our service users and their families and friends in relation to these services.

Sometimes we will need to store this information separately to our main service user information store, such as if someone makes a complaint about a service.

We will keep this information for a period of time in order for us to take action to resolve the issues and to help to improve services for others by learning from our mistakes.

We use this personal data in order to:

- Understand where things have gone wrong
- Fix the immediate problems and ensure services continue correctly
- Learn from our mistakes
- Share the learning across the service and wider to improve service quality for others
- Monitor our customer service standards
- Meet our obligations under the Freedom of Information legislation
- Meet our obligations under GDPR

The lawful basis on which we use this information

The key areas of legislation that direct us to collect and use your information are contained in the Adult Social Care Privacy Notice.

In addition, we have a duty to investigate and respond to all complaints about Adult Social Care following the **Local Authority Social Services and National Health Service Complaints Regulations 2009**.

Storing this information

We will hold the information about you securely, and for no longer than reasonably necessary.

We also ensure that only members of staff with a legitimate reason to access your information can do so.

We will hold your information in line with our Records Management Policy in order to ensure we only keep your information for as long as it is needed. It will then be securely destroyed.

Who we share this information with

It is common for customer queries and complaints to come from a third party, such as a family member or friend. Before we can investigate and share information about you with anyone else we will seek permission from you first. If you are unable to make a decision about sharing your information, we will seek information of any legal basis to share, such as an existing Power of Attorney.

In dealing with customer queries that involve services from another part of the Council or another organisation, we will need to share information with that organisation, including:

- Private and independent providers who will deliver your care, such as Home Care
- Internal sections of the Council who will provide you with other services such as financial support, housing support and Childrens services
- Health care agencies (such as NHS Clinical Commissioning Groups, gp's surgeries etc)
- Carers to support with delivering your medical and health care
- The Local government Ombudsman who may investigate your complaints
- Legal bodies, such as The Court of protection for court proceedings
- Statutory agencies such as the Care Quality Commission, police, ambulance services etc

Why we share this information

We will only share your information to resolve the query that has been presented to us if it is necessary to do so.

We do not share personal information about you with anyone without your permission unless the law and our policies require us to do so. For example, if we consider that safeguarding questions arise about you, we may share relevant data with appropriate partners to ensure your protection and wellbeing is maintained.

Further information

If you would like further information about how we manage your data, please see the privacy notice for Kirklees Council at <http://www.kirklees.gov.uk/beta/information-and-data/pdf/privacy-notice.pdf>

If you would like further information about this privacy notice, please contact:

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