

Privacy Notice (How we use your information)

Local Area Coordination

Local Area Coordinators help individuals and families to stay safe, well, independent and connected to their local community by:

- Helping raise awareness of available resources
- Providing links to local services
- Supporting people with a wide range of issues
- Developing resilience and social inclusion in communities

Local Area Coordinators work with individuals and families of all ages and abilities. They take time to get to know people, their family, friends, carers, and community, so they can help people to build a strong support network.

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

We collect different kinds of information depending on the support or advice that individuals and families want from Local Area Coordinators. This includes

- Personal information (relating to you, members of your household)
 - Name
 - Address
 - Date of Birth
 - Phone Number
 - Email
- Characteristics (this information is requested on an entirely voluntary basis and is only ever used in anonymised statistics)
 - Gender
 - Ethnicity
 - Religion
 - Sexual orientation
 - Health information
 - Employment status

Why we collect and hold this information

Depending on the service requested, we may use this information to:

- Help you to be independent and to stay safe
- Judge whether there is any risk to your wellbeing in line with our Safeguarding Adults and Safeguarding Children duties
- Ensure we are offering appropriate and tailored support
- Arrange any necessary urgent support you may request to stay safe
- give you information, advice and guidance to help you connect with other support services or communities.
- Introduce you to other support services

- Seek professional advice about your housing needs and housing applications
- offer you support which closely matches your desired outcomes
- Carry out our obligations from any shared agreements you have entered into with a Local Area Coordinator
- Tell you of changes to the Local Area Coordination programme
- Send you communications which you have requested and that may be of interest
- Evaluate the service or for research purposes to better understand the impact of Local Area Coordination
- Monitor uptake of the service in comparison with local census data to ensure that people who use the service are broadly representative of the place where they live, working towards identifying and addressing inequalities and improving access

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(a) Your consent. Most personal data will be collected under public task as Local Area Coordinators require this to support you. However, we may ask you some additional questions and you can choose whether or not to answer them (we will only collect this information with your consent). If you choose to give us this information and then change your mind, you can withdraw your consent for us to hold this information by emailing CAS.Project@kirklees.gov.uk

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:

- the Children Act 1989
- the Family Law Act 1996
- the Human Rights Act 1998
- the Mental Capacity Act 2005
- the Safeguarding Vulnerable Groups Act 2006
- the Mental Health Act 2007
- the Forced Marriage (Civil Protection) Act 2007
- the Health and Social Care Act 2015
- the Local Authority Social Services and National Health Service complaints (England) regulations 2009
- the Autism Act 2009, the Equality Act 2010
- the Protection of Freedoms Act 2012
- the Care Act 2014
- the Children and Families Act 2014
- the Children and Social Work Act 2017

and contained in the regulations and guidance that sit behind them.

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. You are able to remove your consent at any time. You can do this by contacting: CAS.Project@kirklees.gov.uk

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

9(2)(h) Health or social care (with a basis in law)

9(2)(i) Public health (with a basis in law)

How we store your personal information

Your information is safely stored on Kirklees Council's secure network drives.

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

- 2 years from our last recorded contact with you where support has involved adults and children
- 1 year from when we have been unable to make contact with an adult or child
- 20 years from where Local Area Coordination has supported adults where there has been a safeguarding concern
- 35 years from where Local Area Coordination has supported children where there has been a safeguarding concern

We will then dispose your information by deleting or destroying it securely.

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 support your applications and / or to make sure that you are receiving the right amount and kind of support or benefit
- As part of the evaluation of our programme, or for research purposes, to better understand the impact of Local Area Coordination. As such, we may share information with other Council teams and authorised third parties for these purposes. Wherever possible, we will ensure you can never be identified in our reports, for example we would change your name if your story is recorded.
- If we have a legal obligation to do so, such as law enforcement, fraud or tax investigations, regulation and licensing, criminal prosecutions and court proceedings
- To safeguard vulnerable children and young people
- To manage local authority performance
- To identify and encourage good practice
- We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes

We may share this information with:

- Other services within Kirklees Council such as benefits, council tax, Housing
- External organisations with your consent, and as part of your shared agreement

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

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.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

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: CAS.Project@kirklees.gov.uk

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.