Privacy Notice (How we use your information)

Kirklees National Databank and Digital Inclusion Support – Employment & Skills Service

Kirklees Council is committed to supporting residents who find it difficult to get online or afford mobile data.

We are working in partnership with the Good Things Foundation who manage the National Databank platform and work directly with participating mobile network providers.

If you are eligible, the National Databank provides you with free mobile data, calls and texts to help you access online services, education, employment opportunities, health information and community support.

We will work with you to help you access appropriate support.

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

Personal Information

- Name
- Address
- Postcode
- Contact details (telephone number and email address)
- Date of birth or age range (applicants must be aged 18 or over)

Characteristics

- Gender
- Ethnicity
- Disability status
- Employment status
- Education level (where applicable)

Other Information

- Information required to assess eligibility for National Databank support
- Referral information where applicable
- Details of support provided
- Attendance, participation and engagement information
- Evaluation and impact information
- Customer feedback

Much of the information above is non-mandatory. It will be clear when completing the referral which elements of data are mandatory and which are non-mandatory.

Why We Collect and Hold This Information

We use this personal data in order to:

- Assess your eligibility for National Databank support.
- Provide you with National Databank data vouchers and associated Digital Inclusion support.

- Enable us to carry out specific functions for which we are responsible.
- Identify and support you if you are experiencing digital exclusion.
- Support you if you are experiencing data poverty.
- Identify and address any barriers you are encountering due to digital inclusion
- Improve your access to digital services, education, employment and community resources.
- Monitor participation, accessibility and service outcomes.
- Monitor equality, diversity and inclusion.
- Help us understand barriers to digital inclusion.
- Identify support needs and reasonable adjustments.
- Evaluate service effectiveness.
- Meet programme monitoring and reporting requirements.
- Evaluate and improve Digital Inclusion services.
- Meet programme management, reporting, monitoring and audit requirements.
- Derive statistics which inform future service delivery and decision making.

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:

- Localism Act 2011
- Local Government Act 1972
- Section 100(1) Apprenticeships, Skills, Children and Learning Act 2009

6(1)(a) – Consent

Consent applies only to optional research, evaluation and quality assurance activities.
You may choose whether to:
- Be contacted by Good Things Foundation or its research partners.
- Participate in future service evaluation activities.

Choosing not to provide consent will not affect your eligibility for National Databank support.

Special Category Data
In order to monitor equality, accessibility and inclusion, Kirklees Council may collect some special category information.
Under Article 9 of the UK GDPR, the lawful basis relied upon is:
9(2)(g) - Reasons Of Substantial Public Interest
Where collected, this information is voluntary and applicants may select "Prefer not to say" without affecting their eligibility for support.

How we store your personal information

Your information is safely stored on secure Council systems and approved systems used by authorised delivery partners acting on behalf of Kirklees Council.

We will hold the information about you securely, and for no longer than reasonably necessary. Records will normally be retained for six years from the end of the financial year in which support was provided. This is in order to comply with financial and audit requirements. Who we may share your information with

Who We May Share Your Information With

We may share information where it is necessary, lawful and fair to do so.

We may share this information with:

- Good Things Foundation (Information shared with Good Things Foundation will be processed in accordance with the National Databank Partner Agreement and Good Things Foundation's Privacy Policy.)
- Approved National Databank delivery partners acting on behalf of Kirklees Council under appropriate data sharing and information governance arrangements
- Participating mobile network providers
- Funding bodies, auditors and regulatory organisations
- Other services within Kirklees Council where additional support may be available

Information shared will be limited to that necessary to administer National Databank support and may include name, contact details, eligibility information and details relating to the issue of data vouchers

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

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.

Further information about the National Databank programme is available from:

Good Things Foundation Privacy Notice
Good Things Foundation Terms and Conditions

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

Employment and Skills Team
employmentandskills@kirklees.gov.uk
01484 221000

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.