

NATIONAL ADULT SOCIAL CARE SURVEY

Tameside Council (the Council) is the 'controller' of the information which we collect about you ('personal data'). Being controllers of your personal data, we are responsible for how your data is processed. The word 'process' covers most things that can be done with personal data, including collection, storage, use and destruction of that data. For further information please see our corporate privacy notice.

This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it and to object to the way it is processed. Please see the section on 'enacting your rights as an individual' for more information.

Our Data Protection Officer (DPO) can be contacted on 0161 342 8355 or at information.governance@tameside.gov.uk if you have any queries about this notice or anything related to data protection.

Personal data

'Personal data' is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you.

It can also include 'special categories' of data, which is information about a person's race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is 'special categories' or not, and we only process data if we need to for a specific purpose, as explained below.

We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances we may receive data about you from other people/organisations. We will explain when this might happen in this Notice.

Your data and how and why we process it

In general terms, we process your data in order to manage our relationship with you and will only be processed with your consent unless we have a genuine concern for yours or another person's health and wellbeing. Article 6 (1) of the General Data Protection Regulations (GDPR) sets out the conditions which must be met for the processing of personal data to be lawful, the particular condition we are relying upon to process your personal information is Article 6 (1) (a) *the data subject has given consent to the processing of their personal data for one or more specific purposes. Where we are processing special category information about you we rely upon Article 9 (a) the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject;* At times, we may further process data which we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose that the data was collected for. We will tell you about any further processing before carrying it out.

What information will we collect?

As part of the National Adult Social Care Survey 2025/26 we will use your;

- Name
- Address
- Contact Information

This information has already been provided to us as part of your engagement with Tameside Adult Services.

- Information regarding your satisfaction with the adult social care services you receive, your quality of life and how safe you feel.
- Your awareness of information and advice about support, services or benefits available.
- Information about your health and your surroundings.

This information is necessary to ensure that all service users;

- Are receiving a good quality service from Adult Services
- To benchmark Tameside Council's performance nationally
- To identify any areas where service provision needs to be improved

We will only process your personally identifiable information in relation to the National Adult Social Care Survey 2025/26 if you provide it to us within the survey response to indicate you wish to take part in further research. Anonymised data will be processed to achieve the desired outcomes of the National Adult Social Care Survey 2025/26.

Who we share your data with

The information you share with us which can identify you as an individual will not be shared with anyone outside of the Council. We will share your answers, in an anonymised format, with The Department for Health and Social Care.

How we store your data

All data will be electronically recorded and kept on a secure system which is accessed by authorised staff. Paper copies of the responses will be securely stored and will be destroyed once the results of the survey are published by The Department for Health and Social Care. The individual paper copies of the surveys are kept securely in our archives and are destroyed after the results are published by The Department for Health and Social Care; this is usually nine months after collection.

How long we keep your data

Paper copies of the survey responses will be destroyed after the results are published by NHS England, nine months after collection. Only anonymised responses will be retained electronically following publication of the survey outcomes.

Your rights as a data subject

For information about your rights as an individual and how to enact those rights, please see [here](#).

Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time. You can do this by contacting James Smith on 0161 342 3711 or at james.smith@tameside.gov.uk.

Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Officer.