Integrated Care and Support Privacy Notice

Our core data protection obligations and commitments are set out in the Council's Corporate Privacy Notice and on our website at Data Protection – Privacy Notice.

This notice provides additional privacy information for individuals who engage with the Integrated Care and Support Service.

Purpose(s)

We collect your personal information for the following purpose(s):

- To provide you with information and advice;
- To assess yours or a family member's current needs and how best to meet them with appropriate services or support;
- To understand any previous health care and support you may have been receiving;
- To ensure that the care and support we provide or facilitate is safe and effective and adequately meets your needs;
- To work with partners to ensure you get the best possible service and to commission other services where appropriate. Sharing your information means you won't have to repeat questions to other health and care services;
- To conduct financial assessments and calculate how much you can afford to pay towards your care services;
- To keep track of spend towards your care service and care services generally;
- To ensure compliance with safeguarding policies and procedures;
- To review the quality of care you are receiving, either directly from our service or our commissioned providers;
- To log, investigate and respond to any queries or complaints you make about our service;
- To investigate any concerns or worries you have about care provided by our commissioned partners;
- To apply for Appointeeship (DWP) or Deputyship (Court of Protection);
- To complete statutory government returns around health and social care;
- To create aggregated data and statistics which may be shared with internal and external stakeholders who have a role in supporting the provision of Adult's Social Care, to evaluate the service and its outcomes and inform future provision of services and initiatives at national and local levels. Wherever possible, personal information used in such statistical analysis will be anonymised and individuals will not be identifiable using that data.

In addition, we may use your personal information to ensure that, in the event of an emergency situation, we are able to identify and locate any vulnerable adults in a particular area, who may require our support.

Your NHS Number and the Greater Manchester Care Record

Local health and social care services are working together to improve how your information is shared to support the decisions they make about your care. We ask for your NHS Number as it helps to

uniquely identify you when sharing information between health and social care. The NHS may also share your NHS number with us.

We will use this Number in an integrated care record system known as the Greater Manchester Care Record across a number of support services including GP's, hospitals, community services, district nurses and social care practitioners.

You have the right to object to the processing of your NHS Number. This will not stop you receiving care, but it may limit how we are able to support you. To help you decide, we can discuss how this may affect our ability to provide you with care, and the other options available to you, should you ask us to do so. If you wish to object to the use of your NHS Number for social care purposes or the sharing of your personal data as part of the Greater Manchester Care Record then please contact your social worker.

Further information about the Greater Manchester Care Record can be found at https://gmwearebettertogether.com/your-privacy/

Categories of Personal Data

In order to carry out these purposes we collect and obtain:

- Name;
- Address (current and forwarding)
- Date of Birth/age;
- Contact details (email address, telephone number(s));
- Gender;
- NHS Number;
- Next of Kin information;
- Power of attorney information (if applicable);
- Family member's details (including name and contact details);
- Family composition/relationships information/support network/informal carer
- Risks/risk factors (examples include medical risks (see Special Category Data below), domestic or financial abuse, neglect etc.)
- Referral/Assessment and support plan Information
- Relevant Case Information
- Other Agencies Involved
- Financial Information
- Contractual Information;
- Language and interpreter requirements;
- Housing status;

Special Category Data

We may also collect special category personal data that may include:

- Physical and mental Health data (for example, any disabilities/additional needs, illnesses, mental health problems and any support you receive in relation to these physical and mental health factors). Health data will also include any assessment and supporting evidence related to a determination of your mental capacity;
- Racial or ethnic origin;
- Religious or philosophical beliefs;
- Sex life or sexual orientation;
- Criminal history, including convictions and alleged offences (if applicable).

Legal Basis for Processing

We collect and use your personal information because:

- It is necessary for compliance with a legal obligation or statutory function of the Council under GDPR Article 6(1)(c). Such legal obligations and statutory functions are as set out in, but not limited to:
  - Care Act 2014;
  - Mental Capacity Act 2005;.
- It is necessary in order to protect your vital interests or the vital interests of another living person under GDPR Article 6(1)(d); or
- You have given your consent under GDPR Article 6(1)(a).

If you fail to provide certain information when requested, we may not be able to provide the service to you or we may be prevented from complying with our legal obligations.

We also collect special category data under:

- GDPR Article 9(2)(c) processing is necessary to protect your vital interests or the vital interests of another living person where you are physically or legally incapable of giving consent;
- GDPR Article 9(2)(f) processing is necessary for reasons of establishment, exercise or defence of legal claims;
- GDPR Article 9(2)(h) processing is necessary for provision of health social care; or
- GDPR Article 9(2)(a), you have given your explicit consent.

If relevant, we will also process personal data relating to criminal convictions and offences to perform our public task as required by law.

Where has your personal information come from?

We will obtain your information from:

- You;
- Care providers, including family members;
- Health professionals (for example, GPs, Health Visitors, North West Ambulance Service (NWAS));
- Housing providers;
- Voluntary and community services;
- Commissioned partners (e.g. a charity or other organisation that we ask to provide services on our behalf) and other voluntary and private sector organisations who assist in delivering our service;
- Greater Manchester Police (and/or other Police forces where appropriate);
- Other services within the Council;
- Other Local Authorities;
- Central Government.

Who will we share your information with?

We may collect and share personal information about you with the following types of organisations:

- Other Tameside Metropolitan Borough Council Services;
- Safeguarding agencies and partnerships (e.g. Tameside Adults Safeguarding Partnership Board (TASPB), MARAC, MAPPA, Channel etc.);

- Commissioned partners (e.g. a charity or other organisation that we ask to provide services on our behalf) and other voluntary and private sector organisations who assist in delivering our service including software suppliers like CM2000, Liquid Logic, Chubb etc);
- Voluntary and Community Sector Bodies;
- Healthcare partners;
- Care Providers, including family members where you have consented
- Greater Manchester Police (and/or other Police forces where appropriate);
- Youth Justice and Probation Services;
- HM Courts and Tribunals Service (HMCTS);
- Housing services/providers (including independent housing, supported living and care home provision);
- Other Local Authorities;
- Greater Manchester Combined Authority (GMCA);
- Central Government Departments (e.g. DHSC, DWP);
- Other National Regulatory Bodies (e.g. CQC, Regional ADASS)

How long we will keep your data for and why?

We will only retain information for as long as it is necessary to provide services to you and/or for as long as required by us in order to comply with statutory retention periods.

Transferring data outside the European Economic Area (EEA)

Your information is not processed outside of the European Economic Area.

Your rights

Information about exercising your rights can be found on the council's website Exercising Your Individual Rights.

Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies, which are regularly audited, and the audits are reviewed at senior level.

Data Protection Officer

If you have any questions or concerns about how we use your personal information, please contact the Data Protection Officer at information.governance@tameside.gov.uk or by calling 0161 342 8355.

Automated Decisions

For this service, all the decisions we make about you involve human intervention.

This service is currently trialling an AI product (MagicNotes) which can be used to record our staff's meetings with you and generate transcripts which will be reviewed and, if necessary, amended by

the staff member. This recording will only be undertaken with the consent of all parties present and any decisions about your care will be made by a member of our staff, not the AI tool.

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details on our Data Protection page.