**East Lothian Council**

**Privacy Notice**

**Section 1: Our contact details**

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| *Your personal information is being collected by:*  East Lothian Council  Contact Centre  COVID-19 Helpline  01875 824300  [customerservices@eastlothian.gov.uk](mailto:customerservices@eastlothian.gov.uk) | *Data Controller:*  East Lothian Council  John Muir House  Haddington  EH41 3HA | *Data Protection Officer:*  East Lothian Council  John Muir House  Haddington  EH41 3HA  Telephone: 01620 827827  Email: [dpo@eastlothian.gov.uk](mailto:dpo@eastlothian.gov.uk) |

**Section 2: Why we need your personal information**

We need your personal information in order to help you access community support, including food, medicine and other essentials, during the Coronavirus/COVID-19 crisis. This is also known as the Shielding referral process.

Shielding is designed to protect people in Scotland whose existing medical conditions place them at a high risk from Coronavirus/COVID-19 by minimising interaction between them and others (‘self-isolating’) to reduce the risk of coming into contact with the virus.

East Lothian Council is legally required to protect the public funds it administers. For this reason, your information may also be used to prevent and detect fraud, and we may share your information with other organisations responsible for auditing and administering public funds. For more information, please visit: <https://www.eastlothian.gov.uk/info/210598/access_to_information/12340/privacy_and_cookies/1>

**Section 3: Legal Information**

In order for us to collect and use your information, we have to have a ‘legal basis’ for doing so. The legal basis for processing your personal information is:

We are processing your information as part of our public task as a local authority.

The kinds of personal information we are collecting include:

1. Name
2. Address
3. Contact details
4. CHI number. This is the unique patient reference number assigned to you by the NHS, which includes your date of birth.
5. GP Surgery

The types of information listed in points d-e above are known as ‘special category’ personal information. We need an additional ‘legal basis’ in order to process these kinds of information.

The legal basis for processing your special category information is:

We need to process your information in the interests of public health.

**Section 4: Sharing and transfer**

When you contact us through our helpline or email address, we will initially process your personal information to assess what your support requirements are.

If we confirm that you require additional support from the Council through the Shielding programme, your personal information will be shared with relevant internal departments in the Council, who will help you access the support you need. These departments include:

* Social Work
* Connected Communities Service
* Children’s Services (if necessary)
* Drivers employed by the Council

If you require assistance with collection of medicines, we may share your personal information with external pharmacies.

If we confirm that you require low-level support only, your personal information will be shared with the relevant Community Hub.

We may also share your personal information with the NHS, your GP Practice and/or Scottish Government to confirm details regarding your identity and/or support requirements.

Your personal information will not be transferred outside of the UK.

**Section 5: How long will we keep your personal information?**

We will retain your personal information for an initial period of six months, at which point we will review whether there is a continuing need to retain it. If it is no longer necessary to retain your personal information for the purposes of this programme, it will be securely destroyed. Otherwise, it will be retained for an additional six months and then reviewed again.

**Section 6: Your rights**

1. **You have the right to be informed about how your information will be used.**
2. **You have the right to access your personal information. Normally this is done by placing a ‘Subject Access Request’ with the Council. For more information on placing Subject Access Requests, please visit** <https://www.eastlothian.gov.uk/info/210598/access_to_information/12300/access_to_information/1>
3. **You have the right to ask us to correct inaccurate or incomplete information.**
4. **In certain circumstances, you have the right to have your personal information erased.**
5. **In certain circumstances, you have the right to ask us to limit the ways we use or share your information.**
6. **In certain circumstances, you have the right to ask us to move, copy or transfer your information to another organisation in an electronic format.**
7. **In certain circumstances, you have the right to object to the ways we process your information.**
8. **In circumstances where your data is processed automatically, without human intervention, you have the right to certain protections.**

You can find more information about data protection and your rights on the Information Commissioner’s Office (ICO) website at <https://www.ico.org.uk>.

**Section 7: Complaints**

We take your privacy seriously, and would like to know about your concerns so that we can address them as soon as possible. If you wish to make a complaint, we recommend that you contact the Council’s Data Protection Officer using the contact details at the start of this Privacy Notice.

If we are unable to resolve the issue to your satisfaction, you have the right to complain to the Information Commissioner’s Office (ICO). You can find further information about raising a concern with the ICO on their website: <https://ico.org.uk/concerns/>.

You can contact the ICO by post at:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 0303 123 1113 / 01625 545 745