

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address: <http://www.stirling.gov.uk/dataprotection>

Our website contains a Register of Data Processing which lists all the different ways in which the Council uses personal data.

This Privacy Notice provides more information about just one of those processes.

Title of Process	Enhanced Reception Service
Why does the Council process personal data?	<p>The Enhanced Reception Services is the first point of contact into the Adult Social Care service, and the point at which basic personal data is collected.</p> <p>All data is processed as part of the Regulation of Care. This information is recorded and processed in order to:</p> <ul style="list-style-type: none"> • signpost (where no service is provided but personal data stored in case the person calls back again) • create a contact or referral on the SWIFT system that goes to Intake team for further assessment • provide immediate services (e.g. MECS, equipment, single shared assessment etc.)
What personal data is used?	<p>The data includes information about current or potential service users and their carers.</p> <p><u>Personal data processed</u></p> <ul style="list-style-type: none"> • Name • Address • Date of birth • Name and address of GP • Information about the reason for the call <p><u>Special category data processed</u></p> <ul style="list-style-type: none"> • Health (physical or mental) • Racial or ethnic origin

<p>What makes it lawful for the Council to process this personal data?</p>	<p>Personal data – Legal obligation</p> <p>Special category data – Obligations under employment, social services or social protection law, or a collective agreement.</p>
<p>Where does the Council obtain personal data from?</p>	<p>Data is collected by Council employees in the course of an interview or telephone conversation or in written correspondence with the Data Subject or agent.</p> <p>The personal data is stored in the electronic care management system and this information may be accessed by other teams such as Intake or Locality Teams in order to capture additional information as required.</p> <p>Personal data may be passed from a different organisation through the completed Single Shared Assessment from NHS.</p>
<p>Where does the Council keep personal data?</p>	<p>All data is stored electronically in the care management system.</p>
<p>How long does the Council keep personal data?</p>	<p>Data is retained for either 5 years from last action or 3 years from the death of the adult.</p>
<p>Who does the Council share personal data with?</p>	<p>Data is shared with external providers who provide service users with a service.</p>
<p>Who do I contact about my personal data?</p>	<p>The Council has a Data Protection Officer to make sure it is complying with data protection laws.</p> <p>The Council's Data Protection Officer is Kevin O'Kane, Audit Manager.</p> <p>He can be contacted at: Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA Email: dataprotection@stirling.gov.uk Telephone: 01786 404040</p>