



MONMOUTHSHIRE COUNTY COUNCIL DATA PRIVACY NOTICE

Directorate:	ENTERPRISE
Service Area:	Supporting People
Contact Details:	dataprotection@monmouthshire.gov.uk
Privacy Notice Name:	Supporting People Programme Grant service user information

How we will use your information

Monmouthshire County Council has obtained the following categories of your personal data:
General categories:

- Contact Details
- Financial Information
- Lifestyle Information

Sub categories:

- Support needs that have been assessed with you

Source of your personal data

- This information has either been shared with Monmouthshire County Council by another organisation that is a contracted supplier of Housing Support services to the Council, or by the Council's in-house Housing Support Services.
- If you would like further information on the source of this information please contact Monmouthshire County Council. You may be required to apply for this information as a Subject Access Request.

Your Obligations

You have an obligation to provide the information requested

- a. There is a contractual obligation / requirement for you to provide the information requested as detailed below:
 - i) Under the terms of the Housing Support Grant contract, all providers are required to obtain sufficient information which helps them provide the required support services

Without your information we will be unable to provide this service/ public task.

Purpose and legal basis for using your information

Our legal reason(s) for using your information:

- a. Processing is necessary for the performance of a contract
- b. We are under legal and contractual obligation to process your information
- c. Processing is necessary under legitimate interests

The legitimate interests include those of other citizens within Monmouthshire and Wales who will benefit from service improvements that collated data analysis will support.



MONMOUTHSHIRE COUNTY COUNCIL DATA PRIVACY NOTICE

The GDPR provides extra protection for certain classes of information called 'special categories of personal data e.g. race, ethnic origin, health or sexual orientation. If any of the information you provide falls within this category, then more than one condition will be identified above.

For further information on legal basis please visit www.ico.org.uk

Who will have access to your information?

The Data Controller for your information is Monmouthshire County Council.

Email: dataprotection@monmouthshire.gov.uk

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

These are the departments we share your data with internally:

- Social Care and Health
- Housing and Communities
- Benefits
- Economy and Innovation
- In-house supporting people providers
- Audit

These are the agencies/ organisations we share your data with externally:

- Welsh Government
- Agencies appointed by Welsh Government to provide research and analytical services
- External Housing Support providers

There are circumstances where we are legally obliged to share your information with :

Government Law Enforcement Agencies e.g. with the Police under the Prevention or Detection of Crime Act.

Requests for information

All recorded information held by Monmouthshire Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and General Data Protection Regulation including any other Data Protection law.

If the information you provide is subject to such a request, where possible Monmouthshire County Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information?

How long Monmouthshire County Council retains information is determined through statutory requirements or best practice.

Your data will be deleted from our systems 7 years after you've ceased to receive any service that has been funded by grant or contract – enabling financial probity to be validated.



MONMOUTHSHIRE COUNTY COUNCIL DATA PRIVACY NOTICE

Marketing

Your data will not be used for marketing purposes by the Council nor supplied to third parties for their marketing purposes.

Your Rights

Your rights under the **General Data Protection Regulation** are:

- The right to be informed
- The right of access
- The right to rectification
- The right to the rectification, blocking, erasure or destruction of your information in certain circumstances.
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.
- The right to compensation if Monmouthshire County Council fail to comply with certain requirements of General Data Protection Regulation in respect of your information.

For further information please refer to www.ico.org.uk

Complaints Procedure

If you object to the way that Monmouthshire County Council is handling your data, you have the right to complain. Please contact the Service Area detailed at the top of this document outlining your issues. Please follow this link for further information on the complaints process.:

<http://www.monmouthshire.gov.uk/app/uploads/2013/06/How-to-make-a-complaint-Easy-read.pdf>

If you remain unhappy you also have a right to complain to the Information Commissioner's Office www.ico.org.uk

Privacy Notice No:	SCHSP001
Date Created:	18.05.2018
Update:	23.09.2021
Update:	25.09.2022
Date Published:	25.05.2018
Version Number:	1



Data Privacy Summary Notice

How we will use your information

Processing of your personal data by Monmouthshire County Council (MCC) is necessary to for the effective delivery of the Supporting People Programme Services (support). Without this information, the Supporting People Service within MCC may not be able to fulfil its support tasks with you.

Your details will be legitimately shared with our support providers, funders and Regional Partnerships in a safe and secure manner. From time to time it may also be necessary that we share your personal details with organisations providing research and analytical services to our funders. Your personal details will not be shared further, unless in relation to safeguarding or other legal obligations.

Your records will be safely stored and retained in line with our retention policy, unless we need to retain under another lawful basis.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right to complain if you are unhappy with the way your information is being processed. For further information on how we process your information and your rights please click the following link: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Should you need to make a complaint about the way your data has been processed, please contact dataprotection@monmouthshire.gov.uk or if you are not fully satisfied you may contact the Information Commissioner's Office online at www.ico.org.uk/concerns or via their helpline: 0303 123 1113