

Argyll And Bute Care & Repair

Privacy Notice – Clients

What we need

Argyll And Bute Care & Repair (ABCR) will be a "controller" of the personal information that you provide to us when you enquire or submit an application for information, assistance and support and become a client of ABCR, unless otherwise stated in this privacy notice.

When you apply for information, assistance and support, and contact ABCR in relation to your enquiry/application, we may collect some or all of the following personal information depending on the nature and extent of your enquiry:

- your name, address, email address, date of birth, contact telephone numbers, signature;
- your gender, marital status, employment status, housing status;
- Bank details, benefit details, rent & mortgage details, grant applications and details;
- your support needs, disability status, carer details, power of attorney details;
- relationship of any household members you are dependent on and any benefits they may receive
- correspondence between you and ABCR, including records and details of complaints, repairs and adaptations;
- photographs of you used for ABCR publicity purposes and proof of identification; and
- information collected through surveys and customer feedback questionnaires.

Note: We Do Not collect or hold data that relates to or reveals a data subject's racial or ethnic origin, religious beliefs, political opinion or sexual orientation.

We may also receive information regarding your health and any property adaptation requirements from Argyll and Bute Health and Social Care Partnership Services (Local Authority and NHS services) including your GP, Occupational Therapist, Telecare Services, Adult/Social Care, Housing Services or other health professionals. We may also receive confirmation of your benefit details from the relevant benefit agency.

If you are a household or family member of one of ABCR's clients, on which they are dependant, we may collect your personal data including relationship to client and any benefits received for the purposes of completion of a statutory council grant application or in certain cases a charitable body funding application.

Why we need your personal information – contractual purposes

We need to collect your personal information so that we can supply you with a service and/or apply for grant assistance. We will use your personal information to:

- supply you with advice, information and support appropriate to your needs; and
- assist you with council grant applications for disabled adaptations or for applications to other bodies such as charities which may be able to offer financial or other appropriate support for you.

If you do not provide us with all of the personal information that we need to collect then this may affect our ability to effectively assist you within the obligations set out in our Local Authority and NHS contracts and service level agreements jointly provided under the Argyll and Bute Health and Social Care Partnership.

Why we need your personal information – legal obligations

When we provide you with a service it is a legal requirement that ABCR process data collected about you correctly; ABCR must collect, handle and store personal information in accordance with the relevant legislation.

Why we need your personal information – legitimate purposes

We also process your personal information in pursuit of our legitimate interests to:

- provide communications to our clients regarding services and changes to services;
- undertake research to improve our services; and
- publicity purposes in either our newsletter, our website, our social media or wider release.

Where we process your personal information in pursuit of our legitimate interests, you have the right to object to us using your personal information for the above purposes. If you wish to object to any of the above processing, please contact the Data Protection Officer at 5 Stafford Street, Oban, Argyll and Bute, PA34 5NJ or by emailing sclarkson@abcarerepair.co.uk

If we agree and comply with your objection, this may affect our ability to undertake the tasks above resulting in a restriction of service, which may have an impact on our ability to consider an application for information, assistance and support.

Why we need your personal information – special categories

If you have a disability or are living with a long term condition we use this personal information so that we can provide the most appropriate support, advice, information, services and adaptations to assist you.

We will process such personal information only in relation to the compiling of our anonymised statistics for completed services and adaptations provided by us throughout Argyll and Bute.

Other uses of your personal information

We may ask you if we can process your personal information for additional purposes. Where we do so, we will provide you with an additional privacy notice with information on how we will use your information for these additional purposes.

Who we share your personal information with

We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. Such organisations include Argyll and Bute Council, NHS Highland, the Scottish Public Services Ombudsman, Police Scotland, Scottish Fire and Rescue Service and third sector agencies for the purposes of complying with our regulatory reporting requirements, public safety & protection and duty of care (including concerns for the welfare of clients and/or their household).

These organisations will become controllers of your personal information upon receipt in most cases and you should refer to their privacy notices / policies for further details on how they will use your personal information.

We may also share personal information with our professional and legal advisors for the purposes of taking advice and, in the event of legal claims, as well as our auditors where required.

In the event that we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes.

How we store your personal information

Your personal information is stored on our servers based in our Oban office in the UK only, and is accessed by our employees for the purposes set out above.

Your personal information will not be exported or transferred outside the UK.

How long we keep your personal information

We will only keep your personal information for as long as necessary to provide you with support and assistance related services and to safeguard ABCR in the event of any claims, complaints, litigation, enquiries or investigations during or following any work we carry out for you or advice and assistance we provide.

We have a data retention policy that sets out the periods for retaining and reviewing all information that we hold. This sets out different retention periods and you can request a copy by contacting us at enquiries@abcarerepair.co.uk

Your rights

You can exercise any of the following rights by writing to the Data Protection Officer at 5 Stafford Street, Oban, Argyll PA34 5NJ or enquiries@abcarerepair.co.uk Our Data Protection Officer is Steven Clarkson (Care and Repair Manager), who should be contacted using the contact details above.

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a "subject access request";
- if you believe that any of the personal information that we hold about you is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to object to and/or request that we restrict the processing of your personal information for specific purposes;
- if you wish us to delete the personal information that we hold about you, you may request that we do so; and
- if you would like to obtain the personal information that we hold about you to reuse it for your own purposes, you may request that we do so.

Any requests received by ABCR will be considered under applicable data protection legislation. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at www.ico.org.uk or at 'The Information Commissioner's Office – Scotland, 45 Melville Street, Edinburgh, EH3 7HL. Telephone: 0131 244 9001, Email: Scotland@ico.org.uk