HILLINGDON
LONDON

DATA PROTECTION PRIVACY NOTICE FOR Financial Assessment

Team Why are we providing this Notice to you

The Council, in its capacity of Data Controller, holds certain information about you ("personal data") which it needs to process for the purpose of providing financial assessments for social care services provided by the Financial Assessment Team. This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice at: www.hillingdon.gov.uk/privacy

What personal data do we hold

The types of data we hold and process will typically include:

- The names, addresses, gender and dates of birth of applicants.
- The resident's financial assessment records which include all income and capital held by the resident.
- The resident's social care records.
- Emailed financial assessment records including supporting financial information. The stored original financial assessment forms and supporting documents.
- The date of birth and national insurance number of the applicant.
- Occasionally we hold information on other family members such as a joint bank account. We hold information on appointees and representative (either court or council appointed). We hold records regarding the ownership of property by an applicant.
- Contact information including email addresses and telephone numbers.

We obtain some of this data directly from you (or your appointee or representative) and we may also obtain it from other sources such as below.

We obtain some detail from the Department of Work and Pensions:

Contact:

Please contact your Jobcentre Plus Office or
www.gov.uk/government/publications/dwp-request-for-personal-information

We obtain some information from HM Land Registry:

Contact: dataprotection@landregistry.gov.uk or Trafalgar House, 1 Bedford Park, Croydon, CR0 2AQ

What is our purpose for processing your personal data

Following a care needs assessment, a financial assessment is conducted. This assesses how much of the care will be funded by the London Borough of Hillingdon and how much the resident needs to pay.

If we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you with details of that other purpose before we start processing your data.

What is the legal basis for our use of your personal data

- We need it to perform a task in the public interest or in the exercise of official authority.
- To comply with a legal obligation to which we are subject.

What we do if your personal data is sensitive

We will only process your sensitive personal data with your consent, unless we can lawfully process it for another reason permitted by law. We will notify you if it is sensitive and as with non-sensitive personal data, you have the right to withdraw your consent to processing at any time by letting us know. Sensitive data is data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, genetic and biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.

For how long will we hold your personal data

We will only keep your personal data for as long as we need to fulfil the purpose[s] for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period to comply with our legal and regulatory obligations.

Organisations and Persons that we may share your personal data with:

Appointees.
The Department of Work and Pensions.
External auditors.
External printing companies and Royal Mail.

HM Land Registry.
The Local Government and Social Care Ombudsman.
The Office of Public Guardianship.
External solicitors.
NHS – Integrated Care Board (ICB).
Members of Parliament, for example, if they raise an enquiry on your behalf.
Companies associated in wills and asset searches.

The circumstances in which the Council may do this are set out in the Council's Generic Data Protection Privacy Notice.

Internal Sharing of data

We may share some of your data with other services within the London Borough of Hillingdon. Common examples include:

Adult Social Care Teams
Client Financial Affairs
Complaints and Members Enquiries Team
Corporate Recovery
Council Tax
Elected Councillors who make an enquiry on your behalf
Housing Benefits
Housing and Housing Rents
Internal Audit & Counter Fraud
The teams administering Disabled Facilities Grants, Disability Adaption Grants and other Housing Grants.

Each of these services (where required) has a privacy notice detailing the legal basis on which they are processing the data.

What happens if your personal data is subject to automated decision-making, including profiling

An automated annual uprating occurs. However, in the period following the uprating an annual review occurs with officer checking.

Data Held in Test Computer Systems

We may hold some of your data within test computer systems. The purpose of holding this test system is to check changes to our computer software work correctly, and to monitor the potential impact of changes. For each test system we have a live operational system by the same software supplier. In view that access to the test systems is more restricted it is even more secure than the data held within the live system.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your

data until any errors are corrected, to object to processing or to transfer or [in very limited circumstances] erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline [0303 123 1113].

If you wish to exercise any of these rights, please contact The Financial Assessment Team (contact details below). You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

Please contact financialassessment@hillingdon.gov.uk further information

Financial Assessment Team
3 East Civic Centre
London Borough of Hillingdon
High Street
Uxbridge
Middlesex
UB8 1UW

Statutory Data Protection Officer

You may also contact our Data Protection Officer for further information:

Data Protection Officer
Legal Services
Civic Centre
High Street
Uxbridge
UB8 1UW

Email: DPO@hillingdon.gov.uk