

# Privacy Notice for Social Care Payments

## **Information Held About you**

The Social Care Payments Team processes invoices and payments and deals with queries relating to Social Care Payments on behalf of Herefordshire Council

In order to carry out this role on behalf of Herefordshire Council it is necessary to hold personal information about you.

This information will include:-

- Name, address, telephone number and email address
- Other members of your family and household
- Personal circumstances
- Financial assessments
- Agreed care packages and related charges
- Bank details
- Details of payments made to you by Herefordshire Council

## **Who is processing my data?**

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Herefordshire Council.

Hoople Ltd is the Data Processor who will process your information on behalf of Herefordshire Council

## **How will we use the Information we hold about you?**

The information will be collected by other Social Care related departments within Herefordshire Council and held securely on the IT system. We will use this available information to;

- To process invoices and make payments to you in relation to agreed social care packages

## **What is the legal basis for us to process your data?**

The legal basis for processing the data is

- Carrying out of a contract to which you are a party
- Protection of your vital interest

## **Who we will share your information with**

The information that we hold may be shared in part with :-

- Other social care related departments within Herefordshire Council
- Hoople Ltd Accounts Payable team
- Social Care Providers, such as residential nursing homes, home care providers, prepaid financial service company

On occasions your information may be accessed by contracted IT support organisations in the delivery of IT support for both the IT infrastructure and associated systems. Access by IT support will only be for such reasons as fixing any technical software issues and any viewing of data will be incidental to this.

We will not share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

### **How Long do we Keep your Records**

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for 7 years. All information will be held securely and destroyed under confidential conditions.

### **Your rights**

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Information Governance Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE or via email, [informationgovernance@herefordshire.gov.uk](mailto:informationgovernance@herefordshire.gov.uk)

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

### **Providing Accurate Information**

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

### **Further information**

If you have any questions or concerns about how your information is used, please contact <team> in the first instance. You can also contact the Data Protection Officer, Herefordshire Council, Plough Lane, Hereford HR4 0LE, email: [informationgovernance@herefordshire.gov.uk](mailto:informationgovernance@herefordshire.gov.uk)

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>