

COVID-19/ CORONAVIRUS PRIVACY STATEMENT

Privacy Notice

1. Who we are

North Lanarkshire Council is a local authority constituted under the Local Government etc. (Scotland) Act 1994. Its head office is at Civic Centre, Windmillhill Street, Motherwell, ML1 1AB. North Lanarkshire Council is the data controller and responsible for your personal information.

This privacy statement has been developed in response to COVID-19/Coronavirus and is designed to provide you with information about how the Council may use information we hold about you for the purposes of providing support and assistance to vulnerable individuals.

As a local authority we have been provided with certain information about you from the NHS as part of the national response to the current COVID-19 pandemic to allow the provision of critical care and support. This will allow us to contact “shielding” individuals who may require extra support because they have a health condition that can make them more vulnerable to the virus. We will also make contact with other individuals who we have identified as potentially vulnerable, therefore may be in need of support or assistance. Further information on the sharing of information by the NHS can be found in their privacy statement at <https://www.informationgovernance.scot.nhs.uk/covid-19-privacy-statement/>

2. Commitment to Privacy

We are committed to protecting the privacy and confidentiality of any personal information that we hold. This privacy notice will tell you how we look after your personal information and tell you about your rights.

We will ensure that your personal information is kept secure, in line with the General Data Protection Regulation (“GDPR”) and the Data Protection Act 2018. We will only collect the minimum information necessary to fulfil a particular purpose; when we don't have a need to keep information about you, it will be disposed of in a secure manner.

Information Commissioner's Office

You have the right to make a complaint at any time to the Information Commissioner's Office, the UK data protection regulator who can be contacted via the contact details below, however, we would welcome the opportunity to discuss your concerns with you before you do so:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 0303 123 1113 (local rate) or 01625 545 745 or visit their: [website](#)

3. Data Protection Officer

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, you can contact the DPO via the contact details below:

Data Protection Officer
North Lanarkshire Council
Civic Centre
Windmillhill Street
Motherwell
ML1 1AB

Email: DataProtection@northlan.gov.uk
Telephone: 01698 302554

4. The personal information we hold about you

We have been provided with the following information about you from the NHS:-

- Personal identifying and contact information including your name, address (including postcode), date of birth, Community Health Index number, telephone number, mobile telephone number
- Name of your GP Location of your local health board

When we contact you to discuss any assistance you may need, we will also collect the following information about you:-

- Household composition;
- Information about your current needs such as food, prescriptions and financial assistance;
- Information about your current welfare.

We may collect, store and use the following special categories of more sensitive information, namely:-

- Health data

How your personal information is collected?

The information described above has been provided to us by the NHS to allow us to make contact with you for the purposes described. The further information we ask you for when contacting you is only that information which is necessary to allow us to provide you with support or services which you have requested.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

5. Purposes for which we will use your personal data

We will only use your personal information when it is lawful to do so.

We will only use your personal information for the purposes of contacting you to offer assistance or support in relation to the COVID-19 pandemic. This may include provision of the following services:-

- delivery of groceries or provisions collection and delivery of medical prescriptions, other related services/assistance support that is individual to your needs – e.g. dog walking

We may retain personal information for evidential, research and statistical purposes such as information returns to the Scottish Government

Basis of processing

We will use your personal information on the following basis:

- to perform a task carried out in the public interest or in the exercise of official authority vested in us
- where necessary to protect your vital interests or those of another person

We will only share your [name, address, service requirements] with NHS Social care providers or partner organisations, including voluntary organisations on the basis of your consent.

We will use special categories of more sensitive information on the following basis:

- where necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes
- where necessary for reasons of substantial public interest for the protection of public health
- where necessary for health or social care purposes, where necessary to protect your vital interests or those of another person where the data subject is physically or legally incapable of giving consent

Change of purpose

We will only use your personal information for the purposes for which we received or collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

6. Sharing your personal information

We may have to share your personal information with the following parties for the purposes set out above.


- The NHS Social care providers or partner organisations, including voluntary organisations, engaged by us to deliver relevant services or support

We require all third parties to respect the security of your personal information and to treat it in accordance with the law. We do not allow our third party service providers to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

7. How long will we hold your information

We will only retain your personal information for as long as necessary to fulfil the purposes for which it was provided or collected, specifically for discharging our responsibilities in providing you with support or assistance, or the offer of such assistance.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of  [retention schedules \[665kb\]](#) for different aspects of your personal information are available to download.

In some circumstances we may anonymise your personal information (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

7. Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal information. You have the right to

- **Request access** to your personal information (known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have successfully

exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal information to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **Request restriction of processing** of your personal information. This enables you to ask us to suspend the processing of your personal information in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal information to you or to a third party. We will provide to you, or a third party you have chosen, your personal information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Not be subject to a decision based on solely automated processing** if that produces a legal effect concerning you or similarly significantly affects you. Note that this right does not apply if the decision is (i) necessary for entering into, or performance of, a contract between us and you; (ii) authorised by law; or (ii) based on your explicit consent
- **Withdraw consent** at any time where we are relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a

security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. During the current circumstances as a result of the Covid-19 pandemic it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Further information about the Council's processing of personal data more widely can be found within our general privacy notice at

<https://www.northlanarkshire.gov.uk/index.aspx?articleid=15003>