



Public Health and Regulatory Services Privacy Notice

This privacy notice is for the use of service users/customers of Walsall Metropolitan Borough Council's Public Health and Regulatory Services in fulfilment of our responsibility as a data controller under data protection law. Public Health and Regulatory Services are responsible for the following areas:

- Adults & Children's Healthy Weight
- Breastfeeding & Smoking in Pregnancy
- Community Protection
- Disease & Injury Prevention
- Environmental Health
- Health & Housing
- Health and Work
- Health Protection
- Healthcare Public Health
- Healthy Child Programme 0-19
- Licensing
- NHS Health Checks
- Oral Health Promotion
- Physical Activity
- Population Mental Health
- Public Health Intelligence
- Reducing Infant Mortality
- Sexual Health: Screening; Contraception; Prevention Measures
- Smoking & Tobacco Control
- Substance Misuse: Prevention & Treatment
- Trading Standards

You are entitled to know what personal data we use, why we use it, how we store it and for how long, and who we might share it with and why. Personal data is any information which provides details about an individual to someone else. The individual must be identifiable from the information, if the information is fully anonymised it is no longer classed as personal information.

Information we collect and use

- Contact details
- Date of birth
- Details of criminal investigation or convictions
- Employment details
- Ethnicity (special category – further details below)
- Financial Information such as bank details
- Gender (special category – further details below)
- Health (physical/mental) information (special category – further details below)
- Mental capacity information (special category – further details below)
- Name
- Next of kin, name and contact details
- NHS Number and internal reference numbers
- Other Agencies involved
- Referral/Assessment information (special category – further details below)
- Relationships information
- Relevant case information
- Religion (special category – further details below)
- Risks and vulnerabilities [if used please specify if possible – for example we will record if there is a risk of violence/ we will record if the individual is nervous around men/women] (special category – further details below)
- Sexual orientation (special category – further details below)
- All Inbound and outbound calls will be recorded.

Calls are recorded and retained for the following reasons:

- To monitor the quality of call handling and customer service
- For staff training and development
- To ensure we have an accurate record of the call to support any customer requests.
- To verify the facts following a customer complaint and use as evidence during any investigations.

All calls will be retained for six months. They will be then be automatically deleted unless they have been retained for a specific purpose.

Where calls are being recorded, customers will be notified by a pre-recorded message or by the Advisor at the start of the call.

Customers can request for the call to not be recorded. In these circumstances the Advisor will stop the recording before continuing with the call.

Our Public Health team

Purpose for processing and lawful basis

The lawful basis under which we process your information and the linked reason for processing is:

- When processing your information it is necessary to cooperate with and conform to UK law or another legal obligation to which the Council is subject.
- The purpose of processing is to carry out a task in the public interest or the exercise of official authority vested in the controller.

Special Category Data

Special category data is information which is deemed particularly sensitive and which unlawful processing could create risks to you. We need to collect and use the special category data detailed at the start of this form and we are relying on the following lawful basis for this processing:

- where it is necessary in order for us to carry out our obligations in relation to employment and social security and social protection law;
- Where it is necessary for the purposes of preventive or occupational medicine, for assessment of working capacity of an employee, medical diagnosis or for the provision and management of health or social care systems and treatment.
- Necessary for reasons of public interest in the area of public health;
- necessary for reason of substantial public interest.
- Necessary for archiving purposes in the public interest, scientific or historical research;

Who we may share your information with

We use your information to progress requests to access our services, or to administer our function as local authority. Your information may be manually and/or digitally processed through our systems by people in the UK. These may be internal council staff or external staff via public and private healthcare providers, other public authorities, contractors and other agencies. All people with access to your information will do so under strict adherence to Data Protection law, adequate safeguards and appropriate authorisation.

In order to meet our Public Health responsibilities we may need to share your information with the following entities:

Adult Social Care
Care agencies

Charities
Childrens Social Care
Education providers
Health agencies
HMRC
Housing Associations
Ofsted
Other Local Authorities
Police
Regulatory bodies such as the Department for Work and Pensions or the Quality Care Commission

We also share information relating to Taxi licence applications with the national NR3 register to ensure that any licences we issue or refuse are verified against the national system for public safety.

There may also be occasion when we will share your information with relevant third parties when required to do so by law.

How long we will hold your information

There are provisions in UK law that dictate how long we can keep your information.

The Council will only hold and archive your information in line with its corporate retention schedule which has been compiled in accordance with UK legislation such as, but not limited to, the Health and Social Care Act, the Public Records Act and the Local Government Act.

Your rights

You have the following rights with regard to your personal information:

Right to be informed – You have the right to know the following:

- what information we intend to collect,
- why we need your information,
- the lawful basis under which we can process your information,
- how we will process your information,
- whether we share your information,
- who we might share your information with,
- your rights until the law,
- how long we will retain your information and how you can contact us.

This Privacy Notice should have detailed all of the above but if for any reason you are dissatisfied with our stewardship of your information, you have the right to lodge a complaint with the Information Commissioners Office (ICO), contact details are provided below.

Access to your information – If you would like to know what information we hold and process about you, the category of information, who we share your information with, to ascertain the accuracy of the information and the criteria we apply in processing your information, you can make a request to us in writing.

To make a subject access request and receive a copy of your personal information, contact Information Rights at

Information Rights
Resource and Transformation Directorate
Walsall Council
Civic Centre
Darwall Street
Walsall
WS1 1TW

Telephone: 01922 650000

By email:

informationrights@walsall.gov.uk.

Please be aware we will need you to provide appropriate identification but you can find details of this and everything else about our Subject Access Request process on our website or by typing the link below into your computer browser:

https://go.walsall.gov.uk/access_to_my_personal_records

We should respond to your request within 30 days of receipt but if the request is complex and more time is required we will inform you in writing.

Rectification of your information – If it is established that information we hold about you is incorrect, you have the right to request that we correct this information.

Erasure of your information – In cases where the information we hold about you is no longer required in relation to the purpose for which it was collected and where there are no lawful grounds for holding your information, you can request an erasure of information.

The Right to Restrict processing –You can restrict us from using your information if you believe the data is inaccurate or if there are no lawful grounds for using the information but you do not want us to delete the information. In addition you can prevent us from deleting information we no longer use or need if you require it for a legal claim or defence.

Following investigation, if it is determined that the right to restrict processing should not apply the Council will inform you of reasons for this before the restriction is lifted.

Right to Object –



Walsall Council

If you object to the Council using your information in the ways detailed about we will cease to process your information unless we can show there are legitimate reasons which override your interests

Whether or not you have legitimate grounds to object to processing of your information, the Council will respond to your request within one month stating that your request has been upheld or the reasons for not upholding your request if that is the case.

Automated Decision Making-You have the right not to be subject to a decision which affects you, which is solely based on automated processing. This will include profiling.

This right will not apply if the automated decision making is necessary in anticipation of entering into a contract or if it is authorised in law. You can give us explicit consent to be subject to automated decision making but you can remove this consent at any time.

Please be aware that the application of some of these rights is dependant upon the lawful basis for us to process your information. If you ask to enforce a right which is not applicable due to the reason for us processing the data we will explain the reasons for not upholding your request.

Walsall Metropolitan Borough Council's Data Protection Officer (DPO) is Paul Withers. If you have any questions about your rights under the GDPR, how the Council uses your information, or you wish to make a complaint about how we have processed or utilised your data, Paul will be able to help. How to contact our DPO:

Contact Address:

Office of the DPO

Resources

&

Transformation

Civic Centre 3rd Floor (HR Suite)

Walsall Council

Darwall Street

Walsall

WS1 1TP

Email Address:

Informationmanagement@walsall.gov.uk

Contact Telephone Number:

01922 650970

Should you be dissatisfied with the response you receive, you can contact the Information Commissioner's Office (ICO) with the details given below:

ICO

Address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow



Walsall Council

Cheshire
SK9 5AF

Email Address:

Use the online form via this link <https://ico.org.uk/global/contact-us/email/>

Telephone Numbers:

Calling from within the UK 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate.

Calling from outside the UK +44 1625 545 745.



Walsall Council
