

PN031 - ORGANISATIONAL DEVELOPMENT PRIVACY NOTICE

Torfaen County Borough Council is committed to protecting your privacy when you use our services. This Privacy Notice is designed to give you information about the data we hold about you, how we use it, your rights in relation to it and the safeguards in place to protect it.

TCBC Service Area:	Resources
Work area:	Organisational Development Team
Contact Details:	odteam@torfaen.gov.uk
Privacy Notice Name:	Organisational Development

Data Controller:

Torfaen County Borough Council
C/o Civic Centre
Pontypool
NP4 6YB

If you wish to raise a concern about the handling of your personal data, please contact the Data Protection Officer using the details below;

Data Protection Officer:

Susan Bullock
01633 647467
Email: dpa@torfaen.gov.uk

The Organisational Development Team provides learning and development opportunities to all staff within Torfaen County Borough Council and external partner social care organisations including online learning, classroom events or qualifications. The details below explain how we use your information to provide this service.

1) Who provides your data to the Council?

The personal information we process is provided to us directly by you. The information is necessary to enable us to:

- Deliver appropriate services and support to you
- Keep you informed about the services we provide to you
- Application and registration purposes
- Help manage the planning and spending on services
- Ensure quality and safeguard services
- Ensure registered services meet regulatory training requirements (in particular, in relation to the Regulation and Inspection of Social Care

(Wales) Act 2016, Fostering Services [Wales] Regulations 2003 and the associated National Minimum Standards)

- Help investigate any worries or complaints you have about the services
- Provide statistical information, as required, to Social Care Wales and Welsh Government (any personal information is anonymised)

In certain circumstances (in particular in relation to booking online training which requires email addresses to register) there may be occasions where personal data is provided to us indirectly on your behalf (e.g. by a line manager or training co-ordinator). We will ensure that this is always be done with your confirmed permission.

2) How does the Council collect this information?

- Computer based applications and booking forms
- Correspondence with us by phone, email, or in writing
- Signing a course register
- Completing a post-course evaluation form
- Completing an online consultation or survey
- Requesting information from us about products and/or services
- Newsletter and bulletin distribution list (foster carers or others who 'opt-in')

In addition, if you visit our website, we may automatically collect the following information:

- Technical information, including the internet protocol (IP) address used to connect your computer to the Internet, login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit to our Website such as the products and/or services you searched for and view, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

3) What information does the Council collect about you?

In general, the information collected and processed by the Organisational Development Team may include:

- Name
- Postal address

- E-mail address
- Telephone number
- Employer details
- Job title

In addition (**for Qualification application and registration purposes only**) the Organisational Development Team may also collect and process the following:

- Date of Birth
- Information in relation to 'special categories' (see below)
- Employment history
- Qualification history
- Registration number
- DBS information

4) Why does the Council process your personal data?

Under Article 6 of the UK General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. This is required if you subscribe to receive direct marketing from us e.g. newsletters. Consent only relates to the specific purpose for which it has been given and you can withdraw your consent at any time. We do not rely on consent as a legal basis for any other processing.

For training courses and support, we rely on one of the following, depending on the content of the course:

- (b) We have a contractual obligation
- (e) We need it to perform a public task - to enable staff to work with service users and provide services to public, courses required under law/our statutory duty
- (f) We have a legitimate interest

5) Special categories of personal data:

We collect the following special category data;

- personal data revealing racial or ethnic origin
- data concerning health (disability)

We collect this under Article 9 of the UK GDPR.

Where we collect criminal data (DBS) this is processed within the Council under Article 10 of the UK GDPR.

6) Who has access to your data?

Your data is shared internally only with the appropriate staff where it is necessary for the performance of their roles:

- The Commissioning Unit, Social Care & Housing
- The Family Placement Team, Social Care & Housing (Foster Carers only)
- Senior Management Teams, Social Care & Housing
- Human Resources and Employee Services

Your data may also be shared externally with organisations for the following reasons:

- Application and Registration purposes (Qualifications)
- Access to external courses and events
- Access to other learning and development opportunities

These may include, but not be limited to:

- Other Local Authority Workforce Development Teams
- Assessment Centre and Awarding Body
- External Training Providers
- Higher Education Institutions (HEI)
- Further Education Institutions (FEI)
- Social Care Wales

Apart from where previously stated, we do not pass your details to third parties unless we are lawfully required do so.

Is the Data transferred out of the UK?

Yes – only when using the eLearning platform **Learnupon Ltd**

Website: www.learnupon.com
Privacy Policy: [LearnUpon LMS](#) or by email privacy@learnupon.com
Contact Tel: 0035315310121
Mail Address: Data Protection Manager, LearnUpon Limited
1st Floor Ocean House
Arran Quay
Dublin 7
Ireland

7) How does the Council keep your data secure?

The Council has internal policies in place to ensure the data it processes is not lost, accidentally destroyed, misused or disclosed. Access to this data is restricted in accordance with the Council’s internal policies and in compliance with the UK GDPR.

Data will be stored securely in;

- A secure third-party Learning Management System (LMS) database (for providing eLearning)
- Secure internal computer filing systems, including Microsoft Teams, and databases (booking information, Training Needs Analysis (TNA), workforce audit)
- Email retention (for 3 months only)

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions. These third parties are also under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

8) How long does the Council keep your data?

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area. At the end of the retention period the Council will securely destroy or dispose of the data in line with retention schedules.

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| • Adoption | 100 Years |
| • Looked After Children | 75 Years |
| • Safeguarding Children | 35 Years |
| • Safeguarding Adults | 15 Years |
| • Care and Support (part 4) | 10 Years |
| • Foster Carers | 75 Years |
| • Statutory Supervision | 25 Years |
| • Adults with/without disabilities | 8 Years |
| • Older Persons | 8 Years |
| • Occupational Therapy | 8 Years |
| • Community Meals | 6 Years |
| • Mental Health | 10 Years |
| • Grants | 8 Years |
| • Residential Home files | 25 Years |

9) Are we making automated decisions/profiling with your data?

No

Your rights

You have a number of Rights you can exercise:

- Access - to obtain a copy of your data on request
- Rectification – to require the Council to change incorrect or incomplete data
- Object, Restrict or Delete - under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- Data portability – to receive and/or transmit data provided to the Council to other organisations (this applies in limited circumstances)
- Withdraw your consent at any time (where consent has been given)
- To know the consequences of failing to provide data to the Council
- To know the existence of any Automated Decision-making, including profiling, and the consequences of this for you.
- To lodge a complaint with a supervisory authority (Information Commissioners Office)

If you would like to exercise any of these rights, please contact Organisational Development Team Manager and odteam@torfaen.gov.uk

The Information Commissioner can be contacted at: The Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone 0330 414 6421 or e-mail Wales@ico.org.uk.