

PN033 – COMMUNITIES FOR WORK PLUS 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:	Social Care and Housing
Work area:	Communities for Work Plus
Contact Details:	07971 793348
Privacy Notice Name:	Communities for Work Plus

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

This privacy notice is provided for you to be aware of your GDPR rights in order for Communities for Work Plus to provide a service to you.

1) Who provides your data to the Council?

The personal information we process is provided to us directly by you. There are some circumstances where we are required by laws to process your information, such as when you wish to receive our services and support

2) How does the Council collect this information:

- Electronic forms (including surveys)
- Telephone calls
- Online forms (including surveys)
- Video calls
- Paper forms (including surveys)

3) What information does the Council collect about you?

The Communities for Work Plus Team collects personal information such as:

- Name
- Address
- Date of birth
- Gender
- Disability status
- Telephone number
- Email Address
- Current Housing Circumstances
- Household Details
- Work / Employment Status
- Benefits
- UK Residency status
- National Insurance Number
- Financial Details
- Additional Support Needs

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 appear in photographs or videos used for promotional purposes or 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.

(e) We need it to perform a public task.

5) Special categories of personal data:

We may collect the following special category data;

- personal data revealing racial or ethnic origin
- personal data revealing religious or philosophical beliefs
- data concerning health
- data concerning a person's sexual orientation

We collect this under Article 9 of the UK GDPR. This data is only gathered in order to provide extra support if needed and for anonymised reporting requirements.

AND

Where we collect criminal data this is processed within the Council under Article 10 of the UK GDPR. The use of this data will be limited to where it is necessary in order to provide a service, e.g. SIA

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.

Your data may also be shared externally with organisations for evidence of eligibility, quality assurance and to provide extra support, where needed. These may include, but not be limited to;

- Other departments within the Council
- Department for Work and Pensions and other Government departments
- Other Local Authorities
- Registered Social Landlords
- Police / Probation
- Social Care Providers
- Welsh Government
- Auditors
- External regulators

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?

No

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:

- Electronic storage in a secure network drive
- Paper files in locked cabinets

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.

- The data will be held for 7 years in line with the Council's retention policy

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: Gareth Davies, Gareth.Davies2@Torfaen.gov.uk 07971 793348

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