

Privacy Notice – Lincolnshire Warm Pack (Referral) Form

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have developed our Privacy Notice to explain how we collect, store and handle your personal data.

This is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you clarity over how your information is being managed.

Through our privacy notice, we have addressed the standards introduced by the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA).

Who we are

The partners, where applicable, are registered with the Information Commissioner's Office (ICO). This means we will process and hold your personal data once you, or your referee, has completed and submitted the Warm Pack (Referral) Form.

What information do we collect

We collect and process the following information for customers completing the form:

- Name
- Postal address
- Telephone number(s)
- Email address
- Number of people in your home
- Source of income
- Reason for request
- Preferred way to contact yourself
- If you, or a member of your household, is aged over 50
- Demographic and equality data under the Equality Act 2010 to assess the demographic representation of the delivery of the warm pack referral scheme in comparison to the general population of Lincolnshire; to understand potential gaps in provision; and to identify and review existence of equality of treatment between groups of people.

We ask you to confirm if you, or a member of your household, are aged over 50, due to the partnership arrangements with Age UK. If you, or a member of your household are aged over 50, you will be referred to Age UK for a warm pack.

The demographic questions within the 'About You' section of the form are optional, and the form can be submitted without answering any of these questions. In addition, all of the demographic questions include a 'prefer not to say' option.

No personal information which can identify you, such as your name or email address, will be used in producing reports. We will follow the respective Data Protection policies of partners to keep your information secure and confidential.

If you are referring a person(s), we collect and process the following personal information:

- Name
- Organisation you represent
- Job title
- Telephone number(s)
- Email address.

As the personal information collected is provided directly by you, under the GDPR, the lawful basis we rely on for processing your personal information is:

- GDPR Article 6(a) – You gave us your consent. However, you are able to remove your consent at any time. You can do this by contacting dataprotection@n-kesteven.gov.uk

However, without the personal information detailed on the form, we will not be able to process the referral further.

When we collect special category data, we rely on the following lawful basis:

- GDPR Article 9(2)(g) – Processing is necessary for reasons of substantial public interest on the basis of Section 10(3) and Paragraph 8 (equality of opportunity or treatment), Part 2 Schedule 1, Data Protection Act 2018 (for the processing of special category data within the 'About You' demographic section of the form. This will be used to assess the demographic representation of the delivery of the warm pack referral scheme in comparison to the general population of Lincolnshire; to understand potential gaps in provision; and to identify and review existence of equality of treatment between groups of people).

However, if you do not complete the 'About You' section of the form, this will not affect your application and will not impact the receipt of a warm pack.

Demographic and equality data (anonymised data on numbers or percentages relating to protected characteristic) will be shared with the partners to understand that everyone, who is eligible, can receive a warm pack and other areas of support, regardless of sex, gender identity, age, race, religion or belief, sexual orientation or disability. There are no personal identifiers contained within the published data.

Why we collect your data

We collect your personal data for the purpose of:

- Supplying warm packs
- Identify and advise you of those areas of support through Council and partner organisations, including signposting
- Produce anonymised statistical reports to evaluate the effectiveness and capacity of support offered through this (Referral) Form

- Produce anonymised demographic and equality statistical reports to assess the demographic representation of the delivery of the warm pack referral scheme in comparison to the general population of Lincolnshire; to understand potential gaps in provision; and to identify and review existence of equality of treatment between groups of people.

However, please note a completed application form may not necessarily guarantee a person or household will be in receipt of a warm pack.

How we collect your data

We collect your data through a form via the 'Restore' database. A referrer can also complete this on your behalf, with your consent.

When we'll share your data

Our aim is to supply warm packs and to identify and advise other areas of support. As such, the (Referral) Form is transferred to partner organisations. However, we will not process your personal data for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable; except where we are required to disclose your personal data in accordance with legislation, for example, in relation to the prevention and detection of crime, fraud prevention purposes, criminal prosecutions and court proceedings.

We do not sell your personal information and will never share your information for marketing purposes.

Know your rights

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to correct inaccuracies, remove personal data and restrict the personal information we hold. Where possible we will seek to comply with your request, but we may be required to continue to hold and process information to comply with a legal requirement.

In addition, we may retain non-person specific data indefinitely, which will be anonymised and will not be linked to any specific individual or organisation.

If you want to contact us with regards to your rights, please contact dataprotection@n-kesteven.gov.uk

How do we protect your information

The organisations comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information. Your information will be stored on the 'Restore' database and will only be access by authorised personnel who have password protected access.

How long do we keep your information

The organisations will keep your information for a period of no longer than one year and/or for one year after the referral has taken place. After this period, it will be destroyed under secure arrangements if it is no longer required for the lawful purpose for which it was obtained. In addition, we may retain non-person specific data indefinitely, which will be anonymised and will not be linked to any specific individual or organisation.

Updates to this privacy notice

We may update this privacy notice from time to time in response to changing legal, technical or business developments. When we update our privacy notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make.

Where can I get advice and/or make a complaint

If you have any concerns or questions, or would like to make a complaint, regarding data protection matters, please contact the Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice and/or to make a complaint about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email icocasework@ico.org.uk