

Privacy Notice (How we use your information)

BetterCare Support

BetterCare Support is an online platform that allows members of the public to carry out a self-assessment. It will help you assess if you have any care needs that are not currently being met by yourself, family members, or a carer.

The information you input will be forwarded to a member of the Council's Adult Social Care assessment team who will contact you directly to discuss care options with you.

The categories of information that we collect, process, hold and share include:

- Personal information (for you and those close to you, including next of kin, other household members, family and carers)
 - name
 - address
 - date of birth
 - email address
 - telephone number

- Characteristics
 - gender
 - marital status

- Other
 - NHS number (optional)
 - health information
 - social care needs
 - accommodation status
 - preferred language
 - religious or other beliefs
 - sexual orientation
 - racial or ethnic origin
 - national identity
 - personal circumstances to enable assessment of eligibility of your needs for services
 - hazard/risk information about you or others around you

Why we collect and hold this information

We use this personal data in order to:

- Assess your care needs and decide on the most appropriate methods of support for you
- Agree with you the support or equipment you require to meet your Adult Social Care needs
- Enable care services to carry out the specific functions for which we are responsible
- Know that we are delivering care to the right people at the right time
- Deliver a range of preventative services, information and signposting
- Ensure service quality
- Assess and improve our performance
- Derive statistics which inform decisions about future delivery of services.

The lawful basis on which we use this information

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

6(1)(e) We need it to perform a public task.

In order to do this work, we also need to collect some special category data. This is personal data that needs more protection because it is sensitive. Under Article 9 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing special category information are:

9(2)(h) Health or social care (with a basis in law)

These legal bases are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to:

Care Act 2014

Health and Social Care Act 2008 and 2015

How we store your personal information

Your information is safely stored on Kirklees Council's secure systems.

Information collected through the BetterCare Support platform is stored by our provider. You can remove your personal information from the platform by logging into your BetterCare account and clicking 'delete my account' or by contacting the council at bettercaresupport@kirklees.gov.uk.

If you choose to delete your BetterCare Support account, this will not delete the information held by the council in relation to your submitted self-assessment. This data will be retained securely by the council for a period of eight years, after which it will be disposed of by manual deletion from the case management system.

We ensure that only members of staff with a legitimate reason to access your information have permission to do so.

Who we may share your information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, and only when required, for the following reasons:

- To assess your care needs and decide on the most appropriate methods of support at home
- To provide you with the support or equipment you require to meet your needs
- To enable health and care services to carry out the specific functions for which we are responsible
- To deliver a range of preventative services, information and signposting
- To assess and improve our performance
- To collect information to let us plan and improve future delivery of services

We may share this information with internal departments of the Council who will process your Care Assessment and have a conversation with you about who else may need to be involved in your care. This will work in the same way as a Care Assessment that has been completed face to face.

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

For more information about how Kirklees Council Adult Social Care manage personal information, please see the [Council's Adult Social Care Privacy Notice](#).

Alternatively, go to the Council's website and search for 'How we use your data/Privacy Notices'. You will find a list of Privacy Notices for Adult Social Care under the Adults and Health heading, part way down the page.

If you would like further information about this privacy notice, please contact:

Adult Social Care Customer Services

Kirklees Council

PO Box 1720

Huddersfield, HD1 9EL

Tel: 01484 225115

Email: sscu@kirklees.gov.uk

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.