

CONNECT TO WORK

Funded by UK Government



Department
for Work
& Pensions



**Herefordshire
Council**

enable
supported employment services



Privacy Notice – Connect To Work

Privacy Notice for participants taking part in the Department for Work and Pensions (DWP) Connect To Work Programme funded by the UK Government administered by Shropshire Council as the accountable body on behalf of Shropshire, Herefordshire and Telford and Wrekin

This Privacy Notice should be read in conjunction with Shropshire Council, Herefordshire Council and Telford and Wrekin Council main Privacy Notice: [Shropshire Council's privacy notice | Shropshire Council](#), <https://www.telford.gov.uk/privacynotice>, <https://www.herefordshire.gov.uk/your-council/access-to-information/privacy-notices/>

The detail below provides additional detail relating to the processing of Personal Data in relation to the DWP Connect To Work Programme.

How Is Your Information Used?

Local Authorities and/or the external providers contracted to deliver the programme will collect personal information directly from you, from an organisation that introduces you to our programmes, or other organisations you agree for us to contact. The information may come from registration forms, letters, emails or text messages, written material, or discussions.

The information we collect, and process could include:

- name, address, and telephone number, to enable us to contact you.
- date of birth and National Insurance number, to identify you.
- racial or ethnic origin, for statistical purposes and to meet any related needs.
- disability or health status, to tailor our services to your needs.
- any criminal record you may have, so we can provide advice and guidance to you.
- information relating to your work history and past experience.
- details of jobs you apply for and activities you undertake on our programmes, to help you increase your skills, and find/stay in employment.
- ID and evidence of eligibility for accessing the support

This information will be collected from the Local Authorities and/or the external providers by Shropshire Council as the accountable body for auditing purposes and DWP for assurance and evidence of delivery and outcomes generated.

Local Authorities and/or the external providers also use the information to meet the contractual obligations; for statistical purposes to monitor performance; to evaluate the effectiveness of the service; and claim payments from Shropshire Council.

Details Of Information Obtained From Third Parties?

If you are receiving support from DWP Connect To Work Programme, then other support providers (listed below) may share your Name, contact details and National Insurance number with providers. This is so that the other services and the providers are using the same number to identify you whilst

providing your support. By using the same number, other services and providers can work together more closely to improve your support

- DWP – Job Centre Plus
- Charity Organisations
- Mental Health practitioners
- GP services and other health services
- Care & support services
- Housing services

Who Has Access To Your Information?

To help you get maximum benefit from your programme, and to comply with our contractual obligations, providers may need to share some of your information with other organisations and/or individuals.

These could include:

the organisation that referred you to our programme, such as Jobcentre Plus, a local authority, health service provider etc – to tell them how you are progressing.

- our service delivery partners – to help you get the right support to meet your needs.
- training providers – to help you improve specific skills or gain qualifications.
- employers – to help you find work or get work experience.
- charities or voluntary sector organisations providing specific support services.
- health care providers and professionals – to help you access essential services.
- your representatives e.g. carer, family member where you ask us to.

Shropshire Council as the accountable body of the funding will collect your data from the Local Authorities and provide information to UK Government department, Department of Work and Pensions as the administration of the funding

We will only share information where we have a legal basis as shown above, or when we must by law

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes

Protecting your information

Your data will be stored on secure databases, and only accessed by authorised personnel who have a need to know the information. Data will not be processed outside the European Economic Area without your prior written consent.

Information may be shared with third parties for administration, management and/or service delivery purposes, where it is necessary and lawful for us to do so. In all case we will share only the minimum information necessary and do this using secure methods such as face-to-face meetings, secure mail.

We will only keep your information for as long as we need to meet our contractual and legal obligations. When the information is no longer required, we will destroy it securely.

Keeping Your Data Up to Date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of Any Automated Decision Processes

For this service all the decisions we make about you involve human intervention

Research and Statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.