

## Privacy notice – Shropshire Carer Support

### Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: [information.request@shropshire.gov.uk](mailto:information.request@shropshire.gov.uk)

Under data protection law, all the personal information that you have shared with Shropshire Carers is confidential.

To support you to achieve your goals and access the support you need we may need to share your personal information with other professionals. In some instances, we will have a lawful justification to share your information but in other cases, we may need your consent to share your information lawfully.

### How do we collect information from you?

'Shropshire Carers' Support Service collects information from you when you visit our website, contact us in writing, speak with us on the phone, by email or any other electronic communication or via face-to-face communication, including group sessions and events.

### What types of information do we collect from you?

The Carer Support Service collects and holds carer names; contact details, age, health conditions, employment status and details of your caring role. This is so we can provide the right information and support to you to alleviate situations and help you to achieve your goals.

### How is your information used?

The information we hold will only be used to:

- Share relevant carer information and provide support to you to ensure your support needs are appropriately met by the professionals who are involved in supporting you as an unpaid carer.
- Ensure you are safeguarded from any potential abuse and harm.
- Information may be used to improve Carer Support services in Shropshire.

You can de-register at any time from Shropshire Carer Support by emailing the Shropshire Carers team – [Shropshire.Carers@shropshire.gov.uk](mailto:Shropshire.Carers@shropshire.gov.uk)

### 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.

## **Who has access to your information?**

Where you have agreed to be referred to another provider for further support your contact details will be shared with them so that they can contact you directly.

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

## **What are your rights in relation the personal data we process?**

**Access** – you can request copies of any of your personal information that is held by the Council.

**Rectification** – you can ask us to correct any incorrect information.

**Deletion** – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

**Portability** – you can ask us to transfer your personal data to different services or to you in some circumstances.

**Right to object or restrict processing** – you have the right to object to how your data is being used and how it is going to be used in the future.

**Right to prevent automatic decisions** – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

## **How long will we keep your information for?**

We will keep your information on record for 7 years after the last contact you have with the service and dispose of all records securely.

## **What security precautions are in place to protect the loss, misuse or alteration of your information?**

Shropshire Council is strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

## **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.

## **Cookies & IP addresses**

### **What are Cookies and why are they used?**

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can

manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

## Complaints

If you would like to make a complaint to Shropshire Council about the use of your personal data you can contact our Data Protection Officer with the details below:

**By Post:** Information Governance

Team  
Shropshire Council,  
Shirehall,  
Abbey Foregate,  
Shrewsbury,  
SY2 6ND

**By phone:** 01743 252774 / 01743 252179

**By email:** [information.request@shropshire.gov.uk](mailto:information.request@shropshire.gov.uk)

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

**By Post:** Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**By phone:** 0303 123 1113 {local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk)