

## Privacy notice – Carer Register

### 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)

### How do we collect information from you?

'Shropshire Carers' Support Service collects information from you on registration to the Carer Register. This may be through completion of the online application form, by telephone conversation with you or face to face communication.

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

The Carer Register holds carer names; contact details; preferred method of contact, age, employment details and the age range, relationship with and main condition of the person being cared for. This is so we can share important information with unpaid carers quickly and in a way that suits you best.

If you complete the emergency plan, we will collect relevant information about you and the person you care for to provide support in an emergency.

### How is your information used?

The information we hold on the Carer Register will only be used to:

- Share relevant carer information with you.
- Information on the conditions supported will assist our commissioning of services in the future.
- The information in the emergency plan will be stored on Shropshire Councils secure database and used to provide emergency support if needed.

You can de-register at any time from the Carer Register 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 chose to receive training from our external training suppliers, your contact details will be passed to them so they can contact you with the training material.

If you have chosen to receive information via a text message, we will share your mobile telephone number with gov.uk service to send the information to you via their

secure text messaging service. Please find the gov.uk message delivery service privacy notice [here](#)

Third party suppliers to Notify, that distribute the notifications, will retain the data for up to 12 months for audit and billing purposes.

In an emergency situation, Shropshire Council social care staff have access to your emergency plan to enable appropriate support to be provided.

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)