

Shropshire Carers Support Services – Privacy Notice

This Notice should be read in conjunction with the Council's general Privacy Notice: [Your privacy | Shropshire Council](#)

The detail below provides additional detail relating to the processing of Personal Data in relation to the provision of Shropshire Carers Support Services.

How do we collect information from you?

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

The Carer Support Service collects and holds carer names; contact details, age, health conditions, employment status and details of your caring role. Additionally, if you have enrolled onto the Carer Register, we ask for the preferred method of contact and main condition of the person being cared for. This is so we can provide the right information to you quickly and support you in your caring role, helping you to achieve your goals.

The information we hold 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.
- Information may be used to improve Carer Support services in Shropshire.
- You can de-register at any time from the Carer Register by emailing the Shropshire Carers team – Shropshire.Carers@shropshire.gov.uk

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.

'Shropshire Carers' Support Service also collects information from you on your experiences of services made available to you as a Carer. This may be through completion of the online form, by telephone conversation with you or face to face communication.

- We are asking all carers who have used the digital support service delivered by Mobilise to tell us their thoughts on what went well, any difficulties and anything that may be missing from the digital service.

The information we gather will only be used to:

- Discover experiences of receiving digital support and any suggestions to improve the digital service we are commissioning.
- Please do not include any personal information.
- All information will be held securely and kept for a maximum of 12 months.

Who has access to your information?

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

If you have chosen to receive information via a text message, we will share your mobile telephone

number with [gov.uk](https://www.gov.uk) service in order 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.

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.

One Health and Care Integrated Care Record

Across Shropshire, Shropshire Council are establishing a shared care record to ensure that the people who care for you have the information that they need to do their best for you. We call our shared care record “One Health and Care” which includes many organisations providing care. Information will only be shared for your direct care and will only be accessible by professionals providing your care.

Your information will only be shared securely and accessed on a need to know basis.

Your information will be processed in accordance with the requirements of data protection legislation. The legal basis under the UK Data Protection Act 2018 used to process your information are:

- Article 6(1)(e) – performance of a task carried out in the public interest
- Article 9(2)(h) – medical diagnosis, the provision of health or social care or treatment or management of health or social care systems.

[For more information in One Health and Care please access the following information by visiting the Shropshire, Telford and Wrekin Integrated Care System website.](#)

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

Please refer to the main notice for this information.

Complaints and concerns about the handling of your personal information:

Please refer to the main notice for this detail.

This Notice was last updated on:

July 2025