

Adult Social Care - Privacy Notice

This Notice should be read in conjunction with the Council's general Privacy Notice: [Your privacy | Shropshire Council and information](#) about Care Health Data: [Care-health data | Shropshire Council](#)

The detail below provides additional detail relating to the processing of Personal Data in relation to the provision of Adult Social Care.

How Is Your Information Used?

If you approach the Council for help, we will need to process your information to meet our statutory duties to you as outlined in legislation such as the Care Act, Mental Capacity Act and Mental Health Act.

We collect your personal information for the following purpose(s):

- Provide you with information and advice
- Assess your current needs and how best to meet them
- Understand your previous health care and support
- Make sure your support is safe and effective and ensure the care you are receiving is meeting your needs.
- To work with Partners to ensure you get the best possible service and commission other services where appropriate. Sharing your information means you won't have to repeat questions to other health and care services.
- Calculate financial assessments for care services received
- Apply for Appointeeship or Court of Protection
- Help investigate any worries or complaints you have about your care
- Review the quality of care you are receiving
- Research and analysis which is then used to plan new services and commission new services
- Ensure compliance with safeguarding adult's policies and procedures
- Completion of statutory government returns around health and social
- Specialist services and support through Channel Panel to prevent people being drawn into terrorism.

Details Of Information Obtained From Third Parties?

If you are receiving support from Adult Social Care, then the NHS may share your NHS number with Adult Social Care. This is so that the NHS and Adult Social Care are using the same number to identify you whilst providing your care. By using the same number, the NHS and Adult Social Care can work together more closely to improve your care and support.

Who Has Access To Your Information?

Adult Social Care Services and the Commissioning & Governance Service need to share your information with the following recipients to ensure you receive the appropriate and/or required care:

- Private and independent providers to deliver care, under the Care Act (2014)
- Internal sections such as assessments and payments section, housing, legal department etc.
- Health care agencies (Integrated Care System), general practitioners, acute health services, specialist health professionals as appropriate etc) to ensure full range of health and social care services are accessed, and vulnerable person's needs are met and the person is protected under the Care Act (2014), Mental Health Act (1983), and Mental Capacity Act (2005)
- Carers who support with delivering care, under the Care Act (2014)
- Police to protect vulnerable people, under the Care Act (2014), Mental Health Act (1983), and Mental Capacity Act (2005)
- Local Government Ombudsman to investigate complaints
- Court of protection for court proceedings
- Department of transport, for statistical monitoring of blue badges
- Magistrates for issuing of warrants under the Mental Health Act (1983)
- Others in the local authority, to monitor spending, to help with training care staff, help with research and planning, and to help to investigate any worries or complaints you may have about your care
- Statutory agencies such as the Care Quality Commission, police, ambulance services etc.
- Voluntary Sector Agencies including Age UK Shropshire Telford & Wrekin, which may also share your information with its partners including Oswestry Community Action (Qube), Royal Voluntary Service, The Strettons Mayfair Trust (Mayfair Centre), Shropshire Rural Communities Charity and other local community groups as deemed appropriate – where your consent has been obtained.

One Health and Care Integrated Care Record

Health and Care partners across Shropshire share relevant records where appropriate to ensure that the people who care for you have the information that they need to do their best for you. The shared care record is "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 be shared securely and only 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 on One Health and Care, please visit the Shropshire, Telford and Wrekin Integrated Care System website: [One health and care - NHS Shropshire, Telford and Wrekin \(shropshiretelfordandwrekin.nhs.uk\)](https://www.nhs.uk/our-partners/shropshire-telford-and-wrekin-integrated-care-system/)

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

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.

Magic Notes App

Magic Notes is a web application that records, transcribes and summarises meetings to help frontline staff focus on supporting people and making decisions. The council is currently piloting it's use in Adult Social Care. You may be invited to be part of this pilot. It is voluntary and if you chose to take part, more information will be provided at the point of use. For more detailed information, please refer to the separate Magic Notes privacy notice: [Magic Notes](#).

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 reviewed on:
6 September 2025