

Privacy notice – Digital Services MS Form

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: 01742 252179 or by email at: information.request@shropshire.gov.uk

How do we collect information from you?

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

What types of information do we collect from you?

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.

How is your information used?

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.

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?

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 keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regard to how long we keep your data.

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

We are 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 regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: 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 or email casework@ico.org.uk

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.](#)

