

Privacy Notice (How we use your information)

The categories of this information that we collect, process, hold and share include:

- Personal Information (such as name, address, and contact details)
- Care Information (Provider, care hours received, views on care provided)
- Communication Information (Communication needs, Care Of Details).

We use your data to:

Healthwatch and Sefton Council are working together to understand the views and experiences of people receiving Domiciliary Care (Home Care) commissioned by the Council.

Themes will be gathered from responses. No personal information which can identify you, such as your name or contact details, will be used in producing reports.

The report will be used to:

- Understand the views of people receiving Domiciliary Care (Home Care) including:
 - What is important to people receiving care
 - Their views on the care they currently receiving, including quality
- This data will be used to develop the future of Domiciliary Care services commissioned by the Council.

The lawful basis on which we use this information

Sefton Council has provided Healthwatch with your contact details in order to invite you to be part of this survey to understand the views of people receiving Domiciliary Care commissioned by the Council. Article 6(1)(e) of the UK GDPR gives the Council a lawful basis for collecting and using personal data in order to perform a task in the public interest or for our official functions where the task or function has a clear basis in law.

Sefton Council is doing this in accordance with its duties as a Local Authority under the Care Act 2014 to 'facilitate a diverse, sustainable high-quality market for their whole market'¹. This is outlined in Section 5 of the Care Act 2014.

Collecting this information

The information that you provide to Healthwatch will be on a voluntary basis.

You are not legally or contractually obliged to supply us with your views for research purposes.

Storing this information

Storing this information

Your contact details and information you share will be kept for a 3-month period (length of the project), after which it will be securely deleted. You can ask for us to remove or change this information at any time by emailing info@healthwatchsefton.co.uk, phoning the Freephone number 0800 206 1304 or writing to us at:

Healthwatch Sefton
Sefton Council for Voluntary Service (CVS)
3rd Floor, Suite 3B
North Wing, Burlington House,
Crosby Road North, Waterloo, L22 0LG

All information is kept safe. Healthwatch follows the laws around data protection.

Who we share this information with:

Your contact information has been shared with Healthwatch for them to undertake this work. Individual responses will not be shared with any other organisation.

All information you share with Healthwatch will be kept private and confidential; the only exception would be if there were concerns about your safety or you wanted an issue you want to be followed up.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information that we hold. To make a request for your personal information please contact info@healthwatchsefton.co.uk, or call the Freephone number 0800 206 1304 or write to us at:

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You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed and
- right to data portability in certain circumstances
- The right to lodge a complaint with the supervisory authority (the Information Commissioner's Office)

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Further information

If you would like further information about this privacy notice, please contact info@healthwatchsefton.co.uk, phoning the Freephone number 0800 206 1304 or writing to us at:

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1. GOV.UK. 2022. *Adult social care market shaping*. [online] Available at: <<https://www.gov.uk/government/publications/adult-social-care-market-shaping/adult-social-care-market-shaping>> [Accessed 10 January 2022].