

Privacy notice – COVID-19

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

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

We may receive information from other Health Organisations and bodies engaged in disease surveillance for the purposes of research, protecting public health, providing appropriate healthcare services to the public and monitoring and managing the Covid-19 outbreak.

This will only be where necessary to respond to the Covid-19 outbreak and will be in line with the requirements of the Health Service (Control of Patient Information) Regulations 2002 (COPI).

How is your information used?

The aim of this privacy notice is to ensure that you understand and are aware of how we may use your personal data in relation to the unprecedented challenges we face as a result of the Coronavirus pandemic (COVID-19).

We will collect and process your personal information in response to the outbreak for purposes directly linked to dealing with the outbreak and providing individuals who need it with the appropriate support. The data collected and processed will enable the Council to fulfil our obligations to keep people safe, ensure contingency plans are in place and aid business continuity and safeguard those considered high risk or vulnerable as a result of the outbreak.

The following data may be collected or processed in response to the outbreak:

- Basic personal details such as name, address, telephone number, email address.
- Health information about you or those closely linked to you for the purposes of identifying if you or others are high risk or vulnerable.
- Other information that is required to respond to the outbreak and provide support and care to those that need it.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed;

- Internal teams within the Council where necessary for the purposes of identifying individuals that are high risk and vulnerable.
- Internal teams to ensure that the services and support are provided to those that need help and support and to ensure services are improved.
- With other Health organisations and bodies engaged in disease surveillance for the purposes of research, protecting public health, providing appropriate healthcare services to the public and monitoring and managing the Covid-19 outbreak. The information will only be processed and shared in line with the requirements of the Health Service (Control of Patient Information) Regulations 2002 (COPI) and will be in line with the requirements of the Data Protection Act 2018.

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

Lawful basis

The General Data Protection Regulation requires specific conditions to be met to ensure that the processing of personal data is lawful. These relevant conditions are below:

- Article 6(1)(d) GDPR – processing is necessary in order to protect the vital interests of the data subject or another natural person.

Recital 46 adds that “some processing may serve both important grounds of public interest and the vital interests of the data subject as for instance when processing is necessary for humanitarian purposes, including for monitoring epidemics and their spread”.

- Article 6(1)(e) GDPR – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

The processing of special categories of personal data, which includes data concerning a person’s health, are prohibited unless specific further conditions can be met. These further relevant conditions are below:

- Article 9(2)(i) GDPR – processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health.
- Schedule 1, Part 1(3) Data Protection Act 2018 – processing is necessary for reasons of public interest in the area of public health, and is carried out by or under the responsibility of a health professional, or by another person who in the circumstances owes a duty of confidentiality under an enactment or rule of law.
- Article 9(2)(g) GDPR - processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;

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?

The Council will only keep your information for as long as it necessary, taking into account of Government advice and the on-going risk presented by Coronavirus.

What security precautions 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.

Details of any automated decision processes

N/A

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

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