

PRIVACY NOTICE: UNPAID CARERS PPE PROVISION

Scottish Borders Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Our head office is located at Newtown St Boswells, Melrose TD6 0SA. You can contact us on 0300 100 1800 or customeradvice@scotborders.gov.uk.

The Council's Data Protection Officer can be contacted using the contact details for the Council as set out above or by email at dataprotection@scotborders.gov.uk

Why we collect and use your information:

In partnership with the Borders Carers Centre, we are extending the provision of PPE to unpaid/family carers and personal assistants in line with the recent guidance issued by the Scottish Government. We are providing this service as part of our public task.

When requesting PPE, you will be asked a small number of questions to help us assess your eligibility and prioritise your request. When you first request PPE, your information will be passed to the Borders Carers Centre, who will contact you to confirm if you are eligible for the scheme and offer any additional support they think that you may need. Once this is complete, your request will be forwarded to your chosen Community Assistance Hub to contact you to arrange collection of the PPE. Any subsequent request you make for PPE will be sent directly to your Community Assistance Hub.

We will also use your data to better understand the services we provide and to help us build those services for the future. We may also use your data to identify if our services are fulfilling our legal obligations.

If you have provided information about someone else:

If you have provided information about another individual with your survey response, please make sure that you have told them that you have given their information to Scottish Borders Council. If they want any more information on how we will use their information they should read this privacy notice.

Who we may share your information with:

Your information will be accessed by Council staff who need to use it for the purposes described above. As previously stated, your information will be shared with the Borders Carers Centre and your chosen Community Assistance Hub as part of our public task.

In general the Council does not transfer personal data outside either the UK or the European Economic Area (EEA) and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EEA when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

How long will we keep your information for?

If you have asked us for help then the council may keep your data for 5 years in line with our responsibilities to provide social care. There may be a legal reason for us to keep it longer, such as if legislation requires us to.

Your rights

For more information on your rights please visit our website

<http://www.scotborders.gov.uk/DYourRights> or if you would like a hard copy of this information, please contact us using the contact details provided above.

How to raise a complaint

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at dataprotection@scotborders.gov.uk or by telephone on 0300 100 1800.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office (ICO), who can be contacted by post at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

You can contact the ICO by phone on 0303 123 1113 or visit their website for more information at- <https://ico.org.uk/concerns>

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at <http://www.scotborders.gov.uk/complaints>