

## **Privacy Notice**

# **Social Work Referral, Assessment & Care Management for Adults & Older People**

### **Information held about you**

West Lothian Council provides social work services to people in West Lothian. In order to assess your eligibility for services and support and also to manage your care and support requirements, the council needs to collect information about you, and depending on the services and support you require, your family and other people involved.

This information will include:

- Your name, address, telephone number, email address, date of birth, religion, ethnic origin, NHS number, information about your physical and mental health and your capacity to make decisions
- Whether you have a Guardian appointed or whether someone has Powers of Attorney
- Information on your care and support needs

We will use this information to assess whether you are eligible to receive a social work service and to plan and deliver your care and support.

### **Who is processing my data?**

All personal information is held and processed by West Lothian Council in accordance with data protection law.

### **How will we use information we hold about you?**

We will collect information about you (where applicable):

- To assess your eligibility for social work services
- To assess your social care and support needs
- To plan and deliver social care and support
- To help us to monitor and improve services

## Who we will share your information with?

The West Lothian Health and Social Care partnership involves social care and health staff from West Lothian council and NHS Lothian working together to support people living in the community. Sometimes personal information held by the council needs to be shared with others to ensure you receive appropriate care, support and treatment. Your information may be shared with staff in:

- NHS Lothian involved in your care, support and treatment
- other relevant council departments such as housing and education

West Lothian Council provides most assessment services and some care and support. We also have partnerships and contracts with selected voluntary and independent agencies with specialist knowledge, facilities and experience that provide services on our behalf. Your information will be shared with an organisation from which the council buys care and support services for you.

We will not share your information with organisations other than the above organisations without your consent except as allowed by law. The law allows us to share information without your consent or knowledge:

- To aid the prevention and/or the detection of crime
- If your behaviour constitutes a serious risk of harm to yourself
- If your behaviour constitutes a serious risk to others, including any children to whom you have access

## How long do we keep your records?

We will only keep your information for the minimum period necessary. That period will be different depending on why we have your information. The Social Policy Records Retention and Destruction Schedule confirms the retention periods for different types of information.

## Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF. You may also make a request to your local Social Work office or by email to: [socialpolicyIR@westlothian.gov.uk](mailto:socialpolicyIR@westlothian.gov.uk)

You also have a right to make a complaint about our handling of your personal information to the [Information Commissioner's Office](#).

## Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.

## Further information

If you have any questions or concerns about how your information is used, please contact your care manager or local Social Work Office. You can send an email to: [socialpolicyIR@westlothian.gov.uk](mailto:socialpolicyIR@westlothian.gov.uk)

You can also contact the Data Protection Officer , West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: [dpo@westlothian.gov](mailto:dpo@westlothian.gov)

More information about data protection and how it applies to you can be found at the [Information Commissioner's Office](#)