

Privacy Notice – Non-Residential Care Charge Financial Assessments

This notice is provided to explain what information the council needs in order to process your financial assessment to establish any contribution required towards a chargeable non-residential care and support service.

Who is responsible for your information?

West Lothian Council, having its headquarters at West Lothian Civic Centre, Howden South Road, Livingston, EH54 6FF. Within West Lothian Council, the information will be processed by the Benefit and Financial Support Team, Anti-Poverty Service (contact name: Nahid Hanif contact details: nrccontributions@westlothian.gov.uk)

What information do we need and how is this collected?

West Lothian Council will collect personal information about you and your family from social work referrals, its housing benefit and council tax reduction records, the Department for Work and Pensions and from yourself. This information will include:

- Details about you, your name, address, telephone number, email address, national insurance number, date of birth;
- Details about people living with you, income, allowances, savings and investments including those of your partner.
- Other relevant information needed to assess your contribution, such as your housing costs.
- Details of any chargeable non-residential care and support services you receive.

Why do we need your information?

We need this information to process your claim or enquiry relating to Non-Residential Care costs contribution. If this information is not provided it may affect our ability to process your enquiry or calculate your contribution.

What is the legal basis for us to process your data?

The legal basis for processing the data is:

We need it to perform a public task and for reasons of substantial public interest. We provide this service as part of our statutory function as your local authority.

Who will we share your information with?

To enable the council to process your enquiry or calculate your contribution we will share information where necessary with partner organisations, including:

- The Department for Work and Pensions and other Government departments;
- Social Security Scotland;
- Other internal council services;
- Contracted external suppliers

How long do we keep your information?

The council will only keep your information as long as necessary. For the purposes detailed above this is for a maximum of seven years. After this time your information will be securely destroyed.

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and process your assessment. 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 our records.

Your rights and further information

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request please contact us at:

Benefits and Financial Assessment Team,
West Lothian Council,
West Lothian Civic Centre,
Howden South Road,
Livingston,
EH54 6FF.
e-mail: nrccontributions@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.uk.

More information about data protection and how it applies to you, including how you can make a complaint, is available from the Information Commissioner's Office.

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data.

The Information Commissioner's Office address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Information Commissioner's Office website: <https://www.ico.org.uk>