



HILLINGDON

LONDON

DATA PROTECTION PRIVACY NOTICE FOR COVID-19 COMMUNITY HUB

Why are we providing this Notice to you

The Council, in its capacity of Data Controller, holds certain information about you ("personal data") which it needs to process for the purpose of providing services to those needing support during the Covid-19 pandemic.

The Council's Covid-19 Community Hub coordinates services to those needing support during the Covid-19 pandemic, either because they fall under the 'shielding' category or are not shielding but are more vulnerable due to Covid-19.

This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice which can be found on its website at the following link: www.hillingdon.gov.uk/privacy

What personal data do we hold

The Ministry of Housing, Communities and Local Government (MHCLG) provided Local Authorities with personal information for all 'shielding' residents and they have stipulated the purposes for the use of the information. The personal data shared contains the following:

- NHS number
- Full name
- Full address including postcode
- Contact details (mobile number and landline)
- Date of Birth

We will collect personal data about you in order to help us deliver the right service. The personal data we will collect from residents includes:

- Name, date of birth, address and contact details
- Information about your physical and mental health, such as any medical conditions and disabilities

- Household composition and care arrangements

We obtain some of this data directly from you. We may also obtain it from other sources, such as another council service, through third parties like voluntary agencies, family representatives and from elected members. Where this is the case, we will set out in this Notice the identity and the contact details of the relevant data controller and also the contact details of their data protection officer, where applicable. We will also identify from which source the personal data originates, and if applicable, whether it came from publicly accessible sources.

We will also let you know the recipients or categories of recipients of the personal data, if any.

What is our purpose for processing your personal data

The Community Hub co-ordinates a wide range of services for residents affected by Covid-19. The available support includes:

- Depending upon individual circumstances, it is likely that the Council will need to provide additional services to our more vulnerable residents such as food provision and deliveries
- Help registering with local pharmacies and arranging for regular prescriptions to be delivered to residents' doors, ensuring they have a supply of essential medicines for themselves or the person they care for
- Social support such as a regular telephone call for those feeling lonely and isolated
- Social care
- Information and advice via the telephone to support residents on Council Tax, Benefits and financial support

Further detailed information about the way these services use personal data may be provided at the time that you engage with the service.

If we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data.

What is the legal basis for our use of your personal data

- We have obtained your freely given and specific consent and have informed you that you have the right to withdraw it at any time
- We need it in order to perform a contract between the Council and yourself
- We need it to comply with a legal obligation
- We need to protect the vital interests of a person
- We need it to perform a task in the public interest

What we do if your personal data is sensitive

We will only process your sensitive personal data with your consent, unless we can lawfully process it for another reason permitted by law. We will notify you if it is sensitive and as with non-sensitive personal data, you have the right to withdraw your consent to processing at any time by letting us know. Sensitive data is data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, genetic and biometric data, data concerning health or data concerning a natural persons sex life or sexual orientation.

For how long will we hold your personal data

We will only keep your personal data for as long as we need to in order to fulfil the purpose[s] for which it is collected, and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

Organisations that we may share your personal data with

The circumstances in which the Council may do this are set out in the Council's Generic Data Protection Privacy Notice.

The type of service you receive and your personal circumstances will dictate who we share your personal data with. Where applicable, we will share your data with organisations that deliver services on behalf of the council.

We will only share information when it is necessary to do so and in accordance with the law.

We may share personal data with the following categories of recipients:

- Healthcare partners like Clinical Commissioning Groups (CCG), Central and North West London NHS Foundation Trust (CNWL) and Hillingdon CIC Confederation
- Social and welfare organisations and professionals
- Government bodies such as Department of Health and Social Care, MHCLG and DEFRA
- Other Local Authorities
- Voluntary and charitable organisations

The Council has entered into a data sharing agreement with DEFRA to allow non-shielding vulnerable residents secure a priority online supermarket delivery slot with Tesco. Any resident wishing to access this service from Tesco will be required to provide their full name, address, contact number and email address and to consent to their personal data being shared with DEFRA and Tesco. If you wish to withdraw consent, please contact COVID19Hub@hillingdon.gov.uk

What happens if you provide personal data to us because of a statutory or contractual requirement

We will let you know of your obligation and also let you know of the possible consequences if you fail to provide it.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or in very limited circumstances erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline 0303 123 1113.

If you wish to exercise any of these rights, please contact Angela Laws. You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

Please contact Angela Laws for further information:

Angela Laws
Covid-19 Community Hub
London Borough of Hillingdon
Civic Centre High St, Uxbridge UB8 1UW

Email: COVID19Hub@hillingsdon.gov.uk

Telephone: 020 3949 5786

Statutory Data Protection Officer

You may also contact our data protection officer for further information:

Raj Alagh
Borough Solicitor and Monitoring Officer
Data Protection Officer
Civic Centre
High Street
Uxbridge
UB8 1UW
E-mail: ralagh@hillingdon.gov.uk Telephone: 01895 250617