

Privacy Notice – Prevention Team

Who will process your information

The personal information you give to us through any of our forms relating to Prevention of scams and keeping you safe and any other personal information we hold about you in this context will be processed by East Renfrewshire Council, Eastwood Park Giffnock G46 6UG for the purpose of keeping you safe, healthy and linked to other internal and external support services.

Why do we process your information?

Your information is processed to help us to provide a person centred service and keep you safe and linked to other services. Your information may also be shared with other departments within the council and other organisations for the same purposes and also to check the information we have is accurate; prevent and/or detect crime; and protect public funds

Other organisations comprise other council departments or local authorities, external funders or 3rd sector organisations providing support to keep you safe, supported and protected from harm.

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

The council processes your information in order to perform a task carried out in the public interest and in the exercise of official authority, namely the task of preventing crime and protecting adults from risk of financial harm in terms of The Adult Support & Protection (Scotland) Act 2007. The law gives certain types of information special significance because of its sensitivity eg health information. If we process this type of information about you in relation to our Prevention activities we do so on the basis that it is necessary for reasons of substantial public interest.

Do you have to provide your information?

Without the correct information we cannot tailor our service to meet your individual needs. For instance we can utilise our dementia friendly training if we know you are living with dementia. In addition we can seek to ensure you are linked to all relevant services to keep you safe, prevent scams and keep you independent at home

How do we collect information about you?

Most of the information the council holds about you will come from you as an individual. Some of the information may come from third-party sources including other East Renfrewshire Council Departments, other local authorities, voluntary organisations, Police Scotland or the Scottish Fire Service to keep you safe.

Such information comprises:-

your name, address, telephone numbers, e mail

your age

Details of others who assist in your care/welfare

Any history provided of you being scammed or at risk of being scammed

Telephone numbers of incoming and outgoing telephone calls and duration of calls made to/from your fixed phone line. (True Call users only- to establish patterns of nuisance callers and prevent unwanted calls and scams)

Health conditions- To allow us to provide free equipment and ensure we provide a person centred approach linking you to services you consent to receive.

How long will we keep your information?

The council will hold your information from the end of the year it was provided for a period of six years. Your information will be destroyed under confidential conditions after this period.

Who is your information shared with?

Your information will be accessed by appropriate council staff who need to do so to keep you safe and linked to other services. We may share your information with other organisations who prevent and detect crime. We will obtain your consent before we refer you for other services unless an appropriate exemption exists.

The council also needs to ensure proper administration of its funds so details will be checked internally for fraud prevention and verification purposes. Information is also analysed internally in order to provide management information and inform future service delivery.

Your information may also be shared with other departments within the Council, bodies responsible for auditing or administering public funds, other councils, public sector agencies, governmental departments and other private companies or entities (such as credit reference agencies or service

providers).

The council also generally complies with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Do we transfer your information outside the UK?

In general we do not transfer personal information outside the UK but on the rare occasions we do we will inform you.

We will only transfer information outside the UK when we are satisfied that the party that will handle the data and the country it is being processed in have adequate safeguards for personal privacy comparable to those which are in place in the UK.

Profiling and automated decision-making

The council do not use profiling or automated decision-making for Prevention Team activities. Some processes are semi-automated but a human decision-maker will always be involved before any decision is reached in relation to you.

Your rights

You have the right to:

1. Be informed of the council's use of your information

This notice is intended to give you relevant information to meet this right.

2. Access personal data held about you

You have the right to access personal information the council holds about you by making what is known as a subject access request. You can receive a copy of your personal data held by the council, details on why it is being held, who it has been or will be shared with, how long it will be held for, the source of the information and if the council uses computer systems to profile or take decisions about you.

3. Request rectification of your personal data

We want to make sure that your personal information is accurate, complete and up to date. You have the right to ask us to correct any personal information about you that you believe does not meet these standards

4. Request that the council restricts processing of your personal data

In some cases, you may ask us to restrict how we use your personal information. This right might apply while we are dealing with a request for correction of your data or we are assessing an objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. When you successfully exercise this right we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

5. Object to the processing of your data

You have the right to object to the council's use of your personal data. The council will generally have to demonstrate why it is appropriate to continue to use your data but you have an absolute right to tell us to stop using your personal information for direct marketing purposes.

6. Ask us to delete your information –

You have the right to ask us to delete personal information about you where

I. you think that we no longer need to hold the information for the purposes for which it was originally obtained

II. we are using that information with your consent and you have withdrawn your consent – see [Withdrawing consent to using your information](#) below

III. you have a genuine objection to our use of your personal information

IV. our use of your personal information is contrary to law or our other legal obligations.

[Withdrawing consent to use your information](#) – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Complaints

If you have an issue with the way the council handles your information or wish to exercise any of the above rights in respect of your information you can contact the council's data protection officer by post at:

The Data Protection Officer

East Renfrewshire Council

Council headquarters

Eastwood Park

Giffnock

G46 6UG

or by email at dpo@eastrenfrewshire.gov.uk

You have the right to complain directly to the Information Commissioner's office (ICO).

The address of their head office is: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5EF

Telephone: 0303 123 1113

Alternatively, you can report a concern via their website at <http://www.ico.org.uk>

The ICO also have a regional office at 45 Melville Street, Edinburgh EH3 7HI

Telephone: 0303 123 1115 e-mail: scotland@ico.org.uk

While you can go directly to the ICO, the council would welcome an opportunity to address any issues you have in the first instance.