

Covid-19 privacy notice for the provision of support

What this document is for

This privacy notice provides details on how we, South Norfolk Council, use your personal information for the purposes of meeting the exceptional challenges posed by the Coronavirus (Covid-19) outbreak – including meeting the needs of individuals and providing a community response to the Covid-19 outbreak. By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

Please note: In order to help you, during this period of emergency, we may offer you a conversation via telephone or video-conferencing. By accepting the invitation and engaging in the conversation you are consenting to this. Your personal information will be safeguarded in the same way it would with any other conversation or meeting.

Further details

We also provide the following details in our [general privacy notice on our website](#):

- Who we are
- How long we use your information for
- Your rights under the General Data Protection Regulation (the GDPR) and
- How to exercise them

You can also ask us for a copy of this information.

What we use your information for

We may use the information about you to:

- Handle your query and determine eligibility for urgent and essential support
- Deliver support to you if eligible and/or connect you to support in the community or another organisation.
- Advise you of support available from the Council and other relevant agencies, that you may not be aware of
- Analyse your information in order to improve the support we offer and to enable us to effectively fulfil our functions to keep people safe, put contingency plans into place to safeguard those vulnerable and aid business continuity
- Protect public health and support health and social care services
- Research, monitor, track and manage the outbreak

The use of this information will be limited to what is proportionate and necessary, taking into account the latest guidance issued by Central Government and health professionals, in order to manage and contain the Covid-19 outbreak.

What personal data we collect and use about you

We will collect and use:

- Information about you, this could include your name, date of birth, address, email address, telephone number
- National identifiers such as NHS number, National Insurance number etc
- whether you fall in a risk group
- Special issues/risks to take into consideration
- Your isolating situation
- Your well-being
- Your home circumstances
- Your support needs and support provided

We may also collect information about

- Language spoken and other communication needs
- Your physical or mental health (or those close to you) including details of your disability/medical conditions, medication and mental health and wellbeing if you or someone closely linked to you are in any of the risk groups classed as “vulnerable” and “extremely vulnerable” if infected with Covid-19. This health data is classed as “special category data” under the GDPR

Who provides this information

We receive most of this information from you, but we may also obtain some of this data from:

- Central government agencies
- Norfolk County Council
- Family members
- Members of the public
- Health and social care providers
- Organisations commissioned by us to provide services
- Police and probation services

Who we share your information with

We may need to share your information with:

- Our internal services e.g. benefits, early help hub
- Health service providers including NHS agencies (e.g. testing agencies, GPs, hospitals, ambulance, health visitor, mental health services)
- Other local authorities e.g. Norfolk County Council
- Care providers, e.g. day care, domiciliary, residential
- Voluntary section and Community Groups
- Support groups for people with disabilities
- Education providers
- Government agencies (e.g. Department of Health, Department of Work and Pensions)

- Prepaid card providers
- Direct Payment Support Services
- Housing associations

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How the law protects you and the legal basis for processing your information

We have legal grounds under the GDPR to process this information because it is necessary:

- For the performance of a task carried out in the public interest and the task or function has a clear basis in law. These statutory powers and duties can be found in the [relevant service privacy notices on our website](#)
- To protect your vital interests

We have legal grounds to process (including share) special category data because it is necessary:

- For reasons in the substantial public interest and in the exercise of a statutory function. (The statutory functions are the same as the statutory powers and duties referred to above)
- For reasons of the public interest in the area of public health

During this period of emergency, opt-outs will not generally apply to the personal information used to support the Covid-19 outbreak, due to the public interest in sharing information. This includes National Data Opt-outs. [View further information about the National Data Opt-out.](#)

How long will we keep your personal information for

Any information used or shared during the Covid-19 outbreak will be limited to the period of the outbreak unless there is another legal basis to use the information, for example, to provide further services to you.

When the information is no longer needed for these purposes, it will be securely deleted.

If we need to use your information for research or reports, your information will be anonymised and any information taken from notes (hand written or typed) during any consultation sessions will be securely destroyed. The information will continue to be used in a summarised and anonymised form in any research reports or papers that are published. The anonymised information in the papers may be of historic interest and may be held in public archives indefinitely.

How we keep your information

The information is stored electronically, on the Council's network including records management systems and in paper files.

Changes to this notice

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated 22 May 2020.