



PRIVACY NOTICE: COMMUNITY CO-ORDINATION HUB

This privacy notice covers how Pembrokeshire County Council's Community Hub will collect, use and protect personal data for the purposes of supporting you or your family during the coronavirus (COVID-19) pandemic.

Why we need your information (purposes of processing)

In these difficult times, we are working very closely with other departments in Pembrokeshire County Council, Welsh Government, UK Government, Health Boards, Care Providers, the Voluntary Sector as well as the volunteers who are helping to deliver the vital care and support to our local communities. If you contact our Community Hub we may need to share your personal information with others to support you at this time.

You may also contact us to offer your support in relation to volunteering to support the COVID-19 effort.

The purpose for which we are processing your personal data is to operate the Council's Community Co-ordination Hub during the coronavirus (COVID-19) pandemic.

Examples of how and when your personal data will be processed include;

- communicating public health or social care advice
- handling and responding to any enquiries you may have
- sharing your personal information between departments within Pembrokeshire County Council to support you and/or your family at this time
- sharing your information with Welsh Government because you have been identified as in a shielding group and you need a food parcel
- sharing your personal information with voluntary agencies and support groups within the community
- passing your details to PAVS to enable them to contact you regarding your offer for volunteering at this time

What personal data are being collected?

When you contact us we will process the following types of information, we will only process what is necessary and proportionate;

- your name
- your home address
- your email address
- your phone number including landline and/or mobile phone numbers (if applicable)
- your date of birth
- your NHS number (shielding purposes only)

- Food intolerances (shielding purposes only)
- your language preference
- if you are a carer or the cared for
- details of the presenting issue; isolation concerns, prescriptions, missed care visit details
- other data you volunteer

In some cases we may need to ask you for additional data or share more sensitive data such as that relating to your health or a disability. This is known as special category data and will only be processed where it is necessary to do so.

What is our legal basis for processing your personal data?

The legal basis for processing your data is that it is in the public interest for us to deal with the COVID-19 pandemic.

The General Data Protection Regulations (GDPR) requires specific conditions to be met to ensure that the processing of your personal data is lawful. These relevant conditions are below:

- Article 6 (1)(e) – processing is necessary for the performance of a task carried out in the public interest of in the exercise of official authority vested in the controller;

Processing of special categories of personal data, which includes data concerning person's health, are prohibited unless further specific conditions are met. The following conditions for processing such data are:

- Article 9 (2)(h) – processing is necessary for the purposes of preventive or occupation medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of social care systems and services;
- Article 9 (2)(i) – processing is necessary for reasons of public interest in the area of public health;

Who we will share your information with

To enable us to support you at this time and provide assistance with food parcels, medication drops, isolation or concerns around your care or to facilitate your offer to volunteer, we will need to share your personal information with other parties. These will include:

- Other teams and services within Pembrokeshire County Council for example Social Services, Housing and Revenue Services
- Welsh Government
- Voluntary Groups and Agencies, these are PAVS and Community Connectors
- Delta Wellbeing

Pembrokeshire County Council has a duty to protect the public fund it manages. Therefore, the information that you have provided to us may be used for the prevention and detection of fraud and for auditing purposes both internally and externally.

How long will my personal data be retained by the Council?

Pembrokeshire County Council will only keep your information for as long as is necessary, taking into account Government advice and the on-going risk presented by COVID-19. At a minimum the

information outlined in this privacy notice will be kept for the duration of the COVID-19 response and relevant audit timescales. Your information will be securely disposed of once it is no longer required.

Your Rights

Under data protection law, you have rights including:

- Your right to rectification – you have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete;
- In certain circumstances (e.g. where accuracy is contested), to request that the processing of your personal data is restricted;
- In certain circumstances you have the right to object to the processing of your personal data;
- You have the right of access – you have the right to ask us for copies of your personal data. To make a request, please contact:

Access to Records
Pembrokeshire County Council
County Hall
Haverfordwest
SA61 1TP

Email: accesstorecords@pembrokeshire.gov.uk Telephone: 01437 775798

Complaints and Queries

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Data Protection Officer
Pembrokeshire County Council, County Hall, Haverfordwest, SA61 1TP
Email: dataprotection@pembrokeshire.gov.uk
Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
Website: <https://ico.org.uk/>

Telephone No: 0303 123 1113

Changes to this privacy notice

We keep our privacy notice under regular review.