

## Updated for Kara Project service



We (Kent County Council) would like to tell you about our General Privacy Notice.



This is a shorter easy read document of the full privacy notice.

You can read the full notice on our website.

Details are at the end of this document.



This privacy notice tells you:

- How we collect personal information about you
- What personal information we collect
- How we use the information
- Who we share it with.



We must give you this information by Law.

The law is called the General Data Protection Regulation.

## What we mean by Personal Information



### Personal information is:

- Your name, address, telephone number, date of birth
- Contact details for members of your family and support network
- Information about your finances
- Photographs to help us when putting in any equipment.



### Special types of personal information are:

- Information such as race, beliefs or sexual orientation
- Information about health conditions or disabilities
- Information about your circumstances
- Any health and safety concerns
- Information about your needs and wishes.

## Collecting and sharing your personal information



We may need to share your information with other organisations to make sure you get the right support or help.

These can include; advocates, Borough Councils, Government, NHS and GPs.

You may receive a tablet like an iPad from a company called Alcove. This is called a Video Care Phone and you can talk to your carers, family and friends. Your information will be shared with KCC and Alcove.

There is more information on this in the full privacy notices.

## How we use your personal information



We use your personal information to make a computer record about you and your health and social care needs.

This is what we use to plan your care and support.



If you have an Alcove Care Phone, information about how much you use your device will be shared with Kent County Council.

This is so we know if it is helping you.

## How long will your personal information be kept?



We keep records for 10 years after you have come into contact with us.

We destroy all records securely.

## The Law and collecting information



We are required by Law to provide health and social care services.

To do this we have the permission to collect personal information.

This allows us to give the right services for the individual and keep people safe.



There are Laws which allow us to do this including:

- The Care Act, 2015
- The Children's Act, 1989
- The Data Protection Bill, 2018
- The Mental Health Act 1983 (amended 2007)
- And others (see the full privacy notice).



We do not need to ask your permission to collect or share information.

We only share information when it is needed and in line with the law.



If you do not provide your information you may not get the right services for you.



**What about the NHS and care services?**

To find out how the NHS use confidential information go to: [www.nhs.uk/my-data-choice](http://www.nhs.uk/my-data-choice)

## Your rights



Under the General Data Protection Regulation, you have the right to:

- Know what we are doing with your information and why
- Ask to see the information (by using an access request)
- Ask us to correct any mistakes
- Object to direct marketing
- Make a complaint to the Information Commissioners Office.



You may also be entitled to:

- Ask us to delete your information
- Have your information transferred electronically to yourself or another organisation
- Object to decisions being made that significantly affect you
- Object to how we use your information
- Stop us using your information in certain ways.



We will try to meet your request.

But we may be required to hold or use your information to comply with legal duties.

## Looking after your personal information



How we look after personal information:

- We have security in place to help stop information from being lost or used in the wrong way
- We limit access to your personal information to the people who need it to make sure you get the right care and support
- Those who must use the information will do so confidentially.



We will deal with any security breaches in line with the Law and let you know if you have been affected.

## For more information



Contact the Information Resilience and Transparency Team if you:

- Want to exercise your rights
- Have a complaint about why your information has been collected
- How information has been used
- How long information has been kept for.



Their contact details are:

Data Protection Officer – Benjamin Watts  
Sessions House  
Maidstone  
ME14 1XQ

Email: [dpo@kent.gov.uk](mailto:dpo@kent.gov.uk)



To make a complaint to the UK Information Commissioner

Go to their website: [www.ico.org.uk](http://www.ico.org.uk)

Or telephone: 03031 231113



For the full document and more information go to:

[www.kent.gov.uk/about-the-council/about-the-website/privacystatement](http://www.kent.gov.uk/about-the-council/about-the-website/privacystatement)

For the full privacy notice for the KARA service click here:



KARA Service -  
Privacy Notice