

## **Wexford County Council**

### **Privacy Notice – Local Authority Integration Team**

In order to provide the most effective and targeted service to meet the needs of the people who have come to live in county Wexford as part of the International Protection system we will be required to collect, process, share and use certain types of information about people accessing the integration service for advice, information & advocacy services.

Depending on the nature of the support requested the information sought may include 'personal data' as defined by the Data Protection Acts and by the general data protection Regulation (GDPR) and may relate to the personal circumstances of you (as applicant) and members of your family who may also be part of your social housing supports application.

#### **Why do we have this privacy notice?**

Wexford County Council (WCC) has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with WCC that we will ensure the security of the personal data you provide to us.

Wexford County Council creates, collects and processes a vast amount of personal data in various multiple formats on a daily basis. WCC's commitment to you is that the personal data you may be required to supply to us is:-

- Obtained lawfully, fairly and in a transparent manner
- Obtained for only specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained
- Recorded, stored accurately and securely and where necessary kept up to date
- Kept only for as long as is necessary for the purposes for which it was obtained
- Kept in a form which permits identification of the data subject
- Processed / Shared only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing

#### **Legal basis for the collection, processing and sharing of personal data as part of the Integration Teams facilitation**

We process all personal data lawfully, fairly and in a transparent manner. We take a personalised approach to communications and hearing from us. We adhere to the relevant GDPR articles in relation to processing your data. This is necessary and proportionate and carried out in the least intrusive way to achieve our desired goal of serving our customers as efficiently and effectively as possible.

#### **Types of Personal data required**

The Personal Information we collect includes details such as your name, email address, postal address & telephone number. We collect it in a number of ways. For example, we ask for contact and other information when someone contacts our advice and information service seeking support or guidance to resolve an issue they have. We use this information for follow up to provide you with further information and guidance and to help us to improve our services and as a record of our communication with you.

## **Sensitive Personal Information**

We take extra precautions to safeguard any sensitive personal information we process or store on your behalf. We will treat this with the upmost of confidentiality and in accordance with this privacy policy. Data protection legislation recognizes that some categories of personal information are more sensitive. Sensitive personal information are more sensitive. Sensitive personal information can include information on people's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs. We will only process this information to deal with your enquiry or for training and quality monitoring or evaluating the services we provide. We will not share your information with anybody without your express permission except in exceptional circumstances. Examples of this may include: self-harm, or threat to others or in situations of child protection issues such as physical abuse or exploitation.

## **How your personal data will be used/processed by the Integration Team**

### **1. Phone numbers and email addresses.**

When contacting us we may ask you for a contact mobile phone number (or email). If we do, we may use this number to contact you by text (or email) as well as by phone. We will only contact you about matters that affect your support needs such as a follow up on a referral to a service or in relation to providing you with further information following a request by yourself or to inform you of forum or other meetings.

### **2. Electronic storage and processing of your data**

The volume of customers that WCC serves and the range of support services we provide require an IT system to manage customer data. Data from your calls, emails and meetings is added to our integration IT systems. Access to the data is controlled and restricted to relevant staff involved in assessing and processing the various services with other security measures such as passwords. This information is used to provide a follow up service as required and for statistical and reporting purposes. In the case of reporting no identifiable data will be used.

## **Permission**

Permission is sought to record and store your data either verbally when contacting the service by phone or in writing when meeting with someone from the team in person.

The data that will be stored will include:

- Name and contact details
- Date of intervention
- Outcome of intervention
- Information on the issue you are seeking support for
- Information on the services contacted to support you

If you do not wish that the personal data identified above and supplied by you be retained by Wexford County Council should indicate this to the Integration Team in Wexford County Council when you are contacting the service. Withholding your agreement/consent will not prejudice your right to reapply in the future.

The data you supply to the Integration Team will only be used by Wexford County Council for the purposes of supporting you to meet the need you identified to the service. In certain cases this may be for the purpose of advocacy or when referring you to another service.

## **Sharing of your data with other bodies**

All data supplied by you to the Integration Team will be used for the specific purpose of supporting you to meet your needs in the community. With your explicit consent your data may be shared with other organizations for the purpose of accessing a service to your needs. This could be a health service, education service, employment service etc.

In some circumstances, it is necessary for Wexford County Council to give relevant staff at our service providers access to your personal information. This access is only granted to the extent necessary for them to perform their services for us. We require all service providers to comply with strict rules to protect the information you have given us.

Wexford County Council does not, and will never, share, sell or swap your information with other organisation for their own marketing purposes or commercial gain.

## **Legal disclosure**

Wexford County Council complies with requests for the disclosure of personal information in line with data protection legislation and best practice. This could include requests from law enforcement, Revenue or tax agencies. In these circumstances, the request must be submitted in writing and in accordance with the relevant legal requirements.

In certain circumstances, we may need to share personal data in our control with our insurers for insurance claims or with our legal counsel as per our legitimate interests and where processing is necessary for the establishment, exercise or defense of legal claims.

## **Records Retention Policy**

Wexford County Council is currently updating the record retention policy which goes in to more detail of the time period for which your personal data will be retained by Wexford County Council and what will happen to it after the required retention period has expired. This will be available as soon as it is completed.

## **Your Data Protection Rights**

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by WCC is found to be inaccurate you have the right to change, remove, block, or object to the use of the personal data. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you.

Please note that to help protect your privacy we take steps to verify your identity before granting access to personal data. To exercise these rights use you should take the following steps,

[How to Make a Data Access Request | Wexford County Council \(wexfordcoco.ie\)](https://www.wexfordcoco.ie/your-data-protection-rights)

## **Right of Complaint to the Office of the Data Protection Commissioner**

If you are not satisfied with the outcome of the response you received from Wexford County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Data Protection Commissioner's website is [www.dataprotection.ie](http://www.dataprotection.ie) or you can contact their Office at:

Lo Call Number: 1890 252 231

E-mail: [info@dataprotection.ie](mailto:info@dataprotection.ie)

Postal Address: Data Protection Commissioner, Canal House, Station Road  
Portarlinton, Co. Laois. R32 AP23