

## Long Term Conditions and Macmillan & Improving the Cancer Journey Privacy Statement

### Who we are:

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Its head office is located at City Chambers, George Square, Glasgow G2 1DU, United Kingdom, and you can contact our Data Protection Officer by post at this address, by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk), and by telephone on 0141 287 1055.

### Why do we need your personal information and what do we do with it?

This notice is for customers who have given us their personal information or alternatively where we have received the names and contact details from a referral, such as from:

- Macmillan Cancer Support
- NHS
- Housing Association
- Family member, friend or carer
- Solicitor
- Other Departments within Glasgow City Council or Health & Social Care Partnership
- Other Local Authority
- Debt Management Partner
- Police Scotland
- Department for Work and Pensions

To allow us to:

#### 1. Long Term Conditions and Macmillan Service

Support people affected by long term condition, (their family or carer), with cancer, stroke, COPD and Heart conditions and can help with:

- The Benefit claim process
- Access to financial assistance
- Debt Advice
- Housing Issues

#### 2. Improving the Cancer Journey

Support people affected by cancer, (their family or carer), and can help with concerns and make onward referrals to the appropriate support agencies, including for the following issues:

- Physical
- Practical (including money or housing)
- Family and Relationships
- Emotional
- Spiritual or religious
- Lifestyle or information needs

We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Where possible, new IT systems and the development of existing IT systems will make use of system generated or anonymised data in test environments. However, there may be circumstances in which test environments, their users and their developers appointed by Glasgow City Council, such as CGI, may be required to utilise your personal data in a test environment. In such circumstances, Glasgow City Council

require that development and test activity comply with data protection legislation, taking reasonable steps to protect your personal data.

#### **Legal basis for using your information:**

We provide these services to you as part of our statutory function as your local authority. You can find more details of our role on our website at [www.glasgow.gov.uk/privacy](http://www.glasgow.gov.uk/privacy). Processing your personal information necessary for the performance of a task carried out in the public interest by the council. If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

We also need to process more sensitive personal information about you for reasons of substantial public interest as set out in the Data Protection Act 2018. It is necessary for us to process it to carry out key functions as set out in law and also necessary for us to process this information in connection with the provision of health and social care services. For example, we may ask for details of your ethnicity to meet our funding requirements. In addition, to support clients we require to process information relating to the diagnosis and co-morbidities and stage of the client's illness (e.g. are they living with the condition, receiving treatment, receiving palliative care).

#### **Who do we share your information with?**

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed internally to help us improve our services. We may also share your information with our partners, Macmillan Cancer Support, Glasgow Life, Glasgow City Health & Social Care Partnership, NHS Greater Glasgow & Clyde, Beatson Cancer Charity and the Wheatley Group as well as the Department for Work and Pensions and other external support agencies. You will be told about information exchanges with these external bodies as part of our ongoing dialogue with you; we only share information relating to you with partner agencies who are (or will be) directly involved in your care and support. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

#### **How long do we keep your information for?**

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at [www.glasgow.gov.uk/rrds](http://www.glasgow.gov.uk/rrds) or you can request a hard copy from the contact address stated above.

#### **Your rights under data protection law:**

- **Access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **Correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of 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. you have a genuine objection to our use of your personal information – see Objecting to how we may use your information below
  - III. our use of your personal information is contrary to law or our other legal obligations.

**Objecting to how we may use your information** – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

**Restricting how we may use your information** – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the 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. Where this right is realistically applied will mean that 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.

Please contact us as stated above if you wish to exercise any of these rights.

**Complaints:**

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk) or by telephone on 0141 287 1055.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at [www.glasgow.gov.uk/complaints](http://www.glasgow.gov.uk/complaints)

**More information:**

For more details on how we process your personal information visit [www.glasgow.gov.uk/privacy](http://www.glasgow.gov.uk/privacy)  
If you do not have access to the internet you can contact us via telephone to request hard copies of our documents.