

Southampton City Council

Information Access and Use: Privacy Policy

July 2019



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Contents

1. Introduction.....	3
2. Data Protection Officer	4
3. What information do we collect about you?	4
4. Important information about the processing of your personal data.....	4
5. Children and Families	6
6. Public Health	9
7. School Admissions.....	12
8. Registration	14
9. Funerals and Bereavement	15
10. Libraries - Joining the library	17
11. Libraries – Use of Computers	18
12. Housing Service Tenants	19
13. Cookies	22
14. Use of NHS Number.....	24
15. National Fraud Initiative.....	25

Publication Scheme			
Version	4.5	Approved by	Information Governance Board
Date last amended	23 rd July 2019	Approval date	23 rd July 2019
Lead officer	Chris Thornton, Information Lawyer (Data Protection Officer)	Review date	23 rd July 2020
Contact	information@southampton.gov.uk	Effective date	23 rd July 2019

1. Introduction

- 1.1 This Privacy Policy of Southampton City Council (“the Council”) forms part of the Information Governance and Risk Framework.
- 1.2 It must be made available to individuals when personal data is collected from them, either online (<http://www.southampton.gov.uk/privacy>), or on request.
- 1.3 Where personal information has not been obtained from the data subject directly, the data subject should be made aware of the availability of this policy (either online, or other format) within a reasonable period after obtaining the personal data, but at the latest within one month.
- 1.4 The purpose of the privacy policy is to ensure that data subjects are aware of what data the Council collects about them, and how it is used.
- 1.5 The Council needs to collect, use and store certain types of information about the individuals with whom it deals with in order to operate. These include current, past and prospective employees, suppliers, clients/customers, and others with whom it communicates.
- 1.6 In addition, it may occasionally be required by law to collect and use certain types of information to comply with the requirements of government.
- 1.7 In this policy, “you” or “your” refers to any individual who provides personal information to the Council (the data subjects), and “we” or “our” refers to Southampton City Council (the data controller).
- 1.8 The policy also contains specific information in respect of:
 - [Children and Families](#)
 - [Public Health](#)
 - [School Admissions](#)
 - [Registration](#)
 - [Funerals and Bereavement](#)
 - [Libraries – Joining the Library](#)
 - [Libraries – Use of computers](#)
 - [Housing Services – Council Tenants](#)
 - [Cookies](#)
 - [Use of NHS Number](#)
 - [National Fraud Initiative](#)
 - [Corporate Health and Safety](#)
 - [HR Pay](#)

2. Data Protection Officer

2.1 If you have any concerns about how the Council is handling your personal data, these can be raised with the Council's Data Protection Officer:

Information Lawyer (Data Protection Officer)
Southampton City Council
Civic Centre
Southampton
SO14 7LY

Email: information@southampton.gov.uk

3. What information do we collect about you?

Whilst using Council services, you may be asked to provide personal data, either in person, over the telephone, or on one of our forms (online or paper). 'Personal data' means any information relating to an identified or identifiable natural person.

The information requested will be the minimum necessary in order to provide our services effectively, and may include your name, contact details, and other personal data.

In some cases, we may request sensitive, or “special categories” of personal data, such as ethnic origin or religious belief, but only when it is necessary to provide the service requested.

All local authorities have a duty to improve the health of the population they serve. To help with this, we use data and information from a range of sources to understand more about the nature and causes of disease and ill-health in the area.

Examples of the data processed for this purpose include births, deaths and hospital activity data. More information can be found on the [Public Health section of this policy](#).

4. Important information about the processing of your personal data

- The purpose of any processing will be to enable us to perform the service or function for which the information is being collected, and your personal data will not be used for another purpose, unless provided for by law
- The Council may share your personal information for the purposes of the prevention, investigation, detection, or prosecution of criminal offences
- We will not process your personal data without your consent unless it is necessary to do so in order to comply with a legal obligation, perform a public task, or to exercise official authority
- In performing the service or function, it may be necessary for us to share some of your personal data with external organisations or internal departments. Further details of our powers and duties can be found on the [Local Government Association's website](#)¹

¹ <https://standards.esd.org.uk/?uri=list%2FpowersAndDuties>

- We will not transfer your personal data to other countries or international organisations without adequate data protection
- Your personal data will only be held for as long as necessary for the performance of the service or function. This period will vary depending on the service or function being performed, and further details can be found in our [Records Review and Retention Schedule](#)²
- You have the right to request access to your personal data being processed by us, and we have online guidance on making a [subject access request](#)³
- You have the right to request the rectification, erasure, or restriction of processing of your personal data. Such requests should be made in writing to the Council's Data Protection Officer using the details above
- If the processing of your personal data is based on your consent, you have the right to withdraw this at any time. Please note, withdrawal of your consent will not affect the lawfulness of any processing that took place prior to this
- Whilst concerns about the processing of your personal data should be raised with our Data Protection Officer in the first instance, you have the right to lodge a complaint with the [Information Commissioner's Office](#)⁴
- If we are requesting your personal data, it is because it is necessary and relevant to the service or function being performed. As such, if you withhold information, it is likely that we will not be able to perform the service or function, or there will be a delay in doing so
- Your information will be held and transferred securely at all times and we will ensure that nobody has access to it who shouldn't. Where necessary, we will use encryption to ensure the security of your transactions
- Communications with the Council (including online transactions) may be subject to monitoring and recording only for purposes permitted by the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000
- The Council Advertising Network is responsible for delivering advertising on the Southampton City Council website. Please take a moment to read their privacy policy which includes cookie information and details on how to opt out: [Council Advertising Network privacy policy](#)⁵

- Web Chat

Web Chat is available for a number of services on the Southampton City Council website. It allows you to speak to our customer advisors in real time using 'web chat' functionality to provide online support to citizens.

If you engage with our webchat, we may collect:

- Your name and email address
- Chat transcripts
- Completed surveys
- Automatic information, such as IP address, operating system and type of browser and the geographical location

² http://www.southampton.gov.uk/Images/RRRS-version-9.005_tcm63-389236.pdf

³ <http://www.southampton.gov.uk/council-democracy/council-data/data-protection/subject-access-requests.aspx>

⁴ <https://ico.org.uk/concerns/>

⁵ <http://www.counciladvertising.net/can-privacy-policy.html>

Data from each 'chat' will be held for six months and may be used when looking into your enquiry and for quality purposes. You may be asked to complete a short survey on completion of your web chat. All answers for the survey are anonymised and will be used for service improvement.

We use a third party service provider, Click4Assistance, to assist us in hosting the webchat platform. You can read their privacy policy on their [website](#)⁶.

5. Children and Families

Why do we collect and use this information?

In order to carry out our functions in respect of children and families, Southampton City Council processes personal data about the following types of people:

- Children and families referred in or receiving a service from Southampton City Council
- Foster carers and adopters
- Carers or representatives
- Complainants, enquirers or their representatives
- Professional advisers and consultants
- Representatives of other organisations
- Staff, persons contracted to provide a service
- Students and pupils
- Suppliers
- Traders and others subject to inspection
- Applicants
- Offenders
- Suspected offenders
- Victims

We hold this personal data securely and use it to carry out services in respect of:

- **Children's Social Care**
 - Adoption
 - Fostering
 - Friends and families
 - Looked after children
 - Safeguarding (MASH)
 - Protection and Court (PACT)
 - Pathways
 - Special Educational Needs and Disabilities (SEND)
- **Education and Early Help**
 - Admissions and school place planning
 - Early years and childcare
 - Educational psychology
 - Learning leader
 - School improvement
 - Vulnerable pupils

⁶ <https://www.click4assistance.co.uk/privacy-policy>

- **Safeguarding and Compliance**
 - 0-19 Integrated Service
 - Child protection
 - Children's Resource Service
 - Education Welfare
 - Independent reviews
 - Quality assurance
 - Safeguarding boards
 - Step down partnership
 - Youth Offending Service

Unless stated, we are the data controller for your personal data, and the following sections provide detail about the information we process, and explains what allows us to do this (the lawful basis), who we may share it with, and how long we keep it for (the retention period).

The categories of information that we collect, hold, and share

As a local authority, we only process data that is necessary for us to carry out our statutory functions. To carry out our duties in providing services in respect of children and families, the type of information we process is as follows:

Personal Data

- Banking or payment details
- Case file information
- Children's data (u18)
- Contact details (name, address, telephone number, etc.)
- Employment details
- Education details
- Family details
- Goods and services
- Housing needs
- Lifestyle and social circumstances
- NHS Number
- National Insurance Number
- Relevant Contact (eg Next of kin / carer)
- Student and pupil records
- Visual images, personal appearance and behaviour

Special categories (or sensitive personal data)

- Religious or philosophical beliefs
- Criminal record
- Criminal proceedings
- Physical or mental health
- Racial or ethnic origin

The lawful basis on which we use this information

The use of your personal data is compliant with the following conditions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA2018):

- Article 6(1)(a) of the GDPR – In some circumstances, we will require your consent. In these instances, your consent can be withdrawn at any time
- Article 6(1)(c) of the GDPR – It is necessary for us to process your information so we can comply with our legal obligations
- Article 6(1)(e) of the GDPR – It is necessary for us to process your information so we can carry out our official functions or public tasks
- Article 9(2)(a) of the GDPR – In some circumstances, we will require your explicit consent. In these instances, your consent can be withdrawn at any time
- Article 9(2)(g) of the GDPR and Schedule 1, Part 1, paragraph 1 of the DPA2018 – It is necessary for us to process your personal data as we believe there is substantial public interest in doing so
- Article 9(2)(h) of the GDPR – It is necessary for us to process your personal data so we can provide social care, and maintain our social care systems and records

The majority of our statutory functions arise from the Children Acts and Education Acts, but further details of all our statutory powers and duties can be found on the [Local Government Association's website](#).

What happens if you don't provide us with your information?

If you don't provide us with the information we need to carry out our duties, the level and type of service you or your children could receive might be affected.

Storing and Securing Data

The information provided to us in providing services in respect of children and families will be held in the following format: **Both paper and digital**

The information provided to us will be held in accordance with the Council's [Retention Schedule](#), and then it will be securely destroyed.

Who do we share information with?

We may share your personal information with external organisations, such as the Police, to prevent and detect crime, however, this would only occur when the law allows us to do so.

If there are any safeguarding concerns, we will share relevant information where necessary, in order to comply with our statutory obligations in respect of this.

We may have to share your information with other teams and departments in the Council, in order to fulfil this, and other statutory duties, and to deliver a sufficient level of service, in the public interest, as a local authority.

For the purposes of providing services in respect of children and families, we will routinely have to share your data with the following types of organisations:

- Central Government
- Commissioned Providers
- Corporate Suppliers (e.g. IT system providers)
- Education Providers
- Healthcare Providers
- Housing Associations and Landlords
- Local Authorities
- Ombudsmen and Regulatory Authorities
- Police
- Probation Services
- Voluntary and charitable organisations

6. Public Health

This statement should be read in addition to Council's Global Privacy Policy, and gives more details about how personal data and information collected is used to improve the public's health.

All upper tier local authorities, including SCC, are now formally responsible for public health. Public health means services to help people to stay healthy and avoid getting ill. This includes a whole range of policy areas - everything from preventing substance misuse to reducing obesity and managing immunisation.

In order to improve the health of the population we serve, we use data and information from a range of sources, including hospitals, births and death information, commissioned services' performance data, and public surveys.

The information enables us to understand more about the nature and causes of disease and ill-health in the area by measuring the health, mortality and care needs of the population, and ill-health in the area and how we live. This enables us to plan and evaluate services to monitor health and ensure the services are effective and working for the benefit of the population by improving or protecting public health.

How your data is used

We can use data for insight purposes to allow us to analyse patterns and trends of lifestyle behaviours and service usage or for service and financial planning, to help us create policy, strategies and inform decision making.

This data may be personal (include information such as your NHS number, postcode, date of birth), anonymised (does not include person identifiable information) or pseudonymised. Pseudonymising data means replacing personally identifiable information such as your NHS number with an alternative 'identifier' such as a random reference number so that individuals can't be identified.

We hold the following data collections that contain various different types of data about individuals and populations:

1. **Hospital Episode Statistics (HES)** - We hold pseudonymised records about health care and treatment you may have received in any English hospital in the form of Hospital Episode Statistics (HES). This includes inpatient and day case admissions, outpatient appointments and Accident and Emergency attendances. This data is supplied by NHS Digital (previously the Health and Social Care Information Centre) to us under license. We do not hold identifiable hospital data.
2. **Primary Care Mortality Database (PCMD)** - The PCMD provides us with access to identifiable mortality data as provided at the time of the registration of the death, along with additional General Practice details, geographical indexing and coroner details where applicable. This includes the address, postcode of residence of the deceased, postcode of the place of death, NHS number, date of birth, date of death, name of certifier, and cause of death. Our access to the data is limited to the geographical boundary of Southampton as an Upper Tier Local Authority and patients registered with Southampton Clinical Commissioning Group. We are only able to securely access the database by use of the NHS Open Exeter system via an N3 internet connection.
3. **Births data tables** - This dataset provides us with access to identifiable data about the number of births that occur within our geographical boundary as an Upper Tier Local Authority and Southampton Clinical Commissioning Group. It includes the address of usual residence of mother, place of birth, postcode of usual residence of the mother, postcode of place of birth of child, NHS number of child and the date of birth of the child. This data is only supplied to us by NHS Digital under strict license and data disclosure controls.
4. **Vital statistics table** - This dataset is aggregated together so that it does not identify individuals. It contains data on live and still births, fertility rates, maternity statistics, death registrations and cause of death analysis by our geographical boundaries as an Upper Tier Local Authority and Southampton Clinical Commissioning Group. This data is only supplied to us by NHS Digital under strict license and data disclosure controls.

What is the legal basis for the flow of Public Health data?

Data is supplied to us by NHS Digital under section 42 (4) of the Statistics and Registration Service Act 2007, as amended by section 287 of the Health and Social Care Act 2012, and Regulation 3 of the Health Service (Control of Patient Information) Regulations 2002.

Keeping information safe and secure

All information is collected, stored and shared in accordance with data protection legislation. Information is held and transferred securely and only made available to authorised professionals for the purpose of carrying out their work. All staff are trained in data protection and comply with the Council's information security, confidentiality, and safe information handling policies and procedures.

In order to use public health data appropriately and safely we:

- Store the data on our IT network at a location that is restricted to those staff who have signed the appropriate NHS Digital data access agreements
- Restrict access to data, whose source is identifiable, to those staff who have been nominated as data processors for the births and deaths data
- Remove the identity from any data used for secondary analysis (referred to as 'de-identified' data).

Publication of the outcome of secondary analysis is limited to permitted purposes and is restricted to the aggregate results of that analysis in line with our Data Access Agreement and the [Office of National Statistics Disclosure Guidance](#)⁷.

We only keep information for as long as is necessary and in accordance with the law and the Council's [records retention schedule](#)⁸.

Sharing information

Public Health information may be shared with our partners or service providers, such as government bodies, the Police, health and social care organisations, and educational establishments. We will only share your personal information when we are permitted to or are required to by law or we have your consent to do so, as required by the data protection legislation.

Opting out of the use of your information

You have the right to opt out of Southampton City Council Public Health receiving or holding your personal identifiable information. There are occasions where service providers will have a legal duty to share information, for example for safeguarding or criminal issues. The process for opting out will depend on what the specific data is and what programme it relates to.

You can choose not to have information about you shared or used for any purpose beyond providing your own treatment or care. Simply contact your GP for further information about registering an opt-out or to end an opt-out you have already registered. The [NHS Choices website](#)⁹ explains how your personal information is held, accessed and shared with organisations, such as Southampton City Council.

If you would like further information about opting out of the use of your information, please contact publichealth@southampton.gov.uk.

7

<https://www.ons.gov.uk/methodology/methodologytopicsandstatisticalconcepts/disclosurecontrol/guidanceforbirthanddeathsstatistics>

⁸ http://www.southampton.gov.uk/Images/RRRS-version-9.000_tcm63-389236.pdf

⁹ <http://www.nhs.uk/NHSEngland/Pages/NHSEngland.aspx>

Accessing your information or further queries

If you would like to see the information that is held about you, you can [make a request for this](#)¹⁰. If you would like further information or have any concerns about any of the details in this notice, please contact publichealth@southampton.gov.uk.

The Council's Data Protection Officer can also be contacted if you have a query or complaint about the use of your information, whose contact details are available on the [Global Privacy Policy](#)¹¹.

Further information and independent advice can be found on the [Information Commissioner's website](#)¹².

7. School Admissions

Southampton City County Council is a data controller for the purposes of the Data Protection Act 2018 (DPA), and is committed to dealing with your information safely and securely. We need to collect and share information in order to deliver our services effectively. We take our responsibility to protect your data seriously and we will use it in accordance with the legal requirements of the DPA and the GDPR.

We will be compliant with the School Admissions Code, which has the force of law. The purpose of the Code is to ensure that all school places for maintained schools (excluding maintained special schools) and Academies are allocated and offered in an open and fair way and in accordance with the published admission arrangements for the school. The Code requires local authorities to co-ordinate the admission arrangements for entry to Reception year, Year 3 in junior schools and Year 7 in secondary schools.

In respect of in-year admissions, the local authority is the admissions authority for all community schools and voluntary controlled schools. Academies, free schools, foundation and voluntary aided schools may delegate the co-ordination of their admissions to the local authority, or may remain own admission authority (OAA) schools.

The information you provide to us on your admissions application form, any supporting papers or appeal documentation you provide will be used to:

- Process your application
- Ensure the efficient co-ordination and fair allocation of school places in accordance with the School Admissions Code and local fair access protocols
- Consider Admission Appeals
- Populate our education database which runs our admissions and transfers allocation system

¹⁰ <http://www.southampton.gov.uk/council-democracy/council-data/data-protection/subject-access-requests.aspx>

¹¹ <http://www.southampton.gov.uk/contact-us/privacy-cookies/privacy-policy.aspx>

¹² <https://ico.org.uk/>

We may also use this data for the following purposes:

- Forward planning as part of school budget, forecasting and reorganisation proposals
- To assist in the development of policy proposals
- For the prevention and/or detection of crime or fraud
- For research and statistical purposes when we will ensure that statistics are developed in such a way that individual children cannot be identified

In order to administer admissions to schools the following information is collected:

- Name, date of birth and gender
- Address where the child ordinarily lives at the time of application, which will be used for distance calculation purposes
- School preferences
- Reasons for requesting a school place
- Supplementary information, if required by individual school admission policies
- Parent name and contact details
- Details of medical and additional needs
- Details of siblings
- Current or last education provision
- Child looked after status
- Whether the child is subject to child protection planning
- Additional certification if applying for a faith school on denominational grounds
- Whether the child has a statement of educational need or EHC Plan
- Catchment information.
- Whether the child has been permanently excluded from their last provision
- Whether the child has attended school in England before
- Additional information as required under our In Year Fair Access Protocol

Other information not routinely collected, but that may be requested in order to provide the clarity needed to adhere to the Admissions Code is:

- Proof of residency at a particular address.
- Proof of parental responsibility if applications are made by someone other than a parent.
- Eligibility to access education in the UK.
- Proof of date of birth.

Agencies we will share the information with:

- Education providers to advise them of upcoming admissions
- Other local authorities, to enable neighbouring LAs to accurately run their co-ordinated offer scheme
- Department for Education to comply with statutory data collections
- Other teams within the LA to verify the information provided so that the admission scheme\process can be accurately administered
- School transport operators to enable them to accurately assess requests for LA transport support
- Admission appeal panels
- The Schools Adjudicator in response to any complaints made
- OAA schools to enable them to accurately administer their admission schemes
- In Year Fair Access Panel to enable them to appropriately place complex admissions

- The Local Government Ombudsman who has a remit for investigating maladministration in respect of school admissions and appeals

If you require any further information about the school admissions data that we hold or how we share it please contact the School Admissions Team at school.admissions@southampton.gov.uk.

8. Registration

This policy explains how the information we collect about you is used and your rights in relation to that information.

Personal information collected from you in order to register an event is required by law. The main legislation which governs the collection of registration information is the Births and Deaths Registration Act 1953, the Marriage Act 1949 and the Civil Partnership Act 2004. You may be legally obliged by these acts, and other pieces of legislation, to provide certain pieces of information. If you fail to provide information you are required to give us you may, amongst other things, be liable to a fine, or we may not be able to provide the service you are applying for, such as a marriage or a civil partnership.

Personal information may also be collected from you if you make an application to this office, for example for a certificate or to correct information contained in a register entry.

The information you provide will be held and processed by registration officers for this registration district.

The superintendent registrar is a data controller for birth, marriage and death registrations and can be contacted at The Register Office, 6a Bugle Street, Southampton, SO14 2LX.

The local authority is a data controller for civil partnership registrations and can be contacted at Southampton City Council, Civic Centre, Southampton, SO14 7LY.

The Registrar General for England and Wales is a joint data controller for birth, marriage, death and civil partnership registrations and can be contacted at the General Register Office, Trafalgar Road, Southport, PR8 2HH.

The Data Protection Officer for the local authority is the Information Lawyer (Data Protection Officer), who can be contacted at information@southampton.gov.uk.

A copy of any register entry will be provided by this office in accordance with the law to any applicant, provided they supply enough information to identify the entry concerned and pay the appropriate fee. The copy may only be issued in the form of a paper certified copy (a "certificate"). An application for a certificate may also be made to the General Register Office.

Indexes for events registered at this office are publicly available in order to help members of the public identify the registration record they might need. Indexes are available in paper format.

A copy of the information collected by a registration officer will also be sent to the Registrar General for England and Wales so that a central record of all registrations can be maintained.

Registration information held at this office may be shared with other organisations in the course of carrying out our functions, or to enable others to perform theirs.

We will only share information where there is a lawful basis to do so for the following reasons:

1. Statistical or research purposes
2. Administrative purposes by official bodies e.g. ensuring their records are up-to-date in order to provide services to the public
3. Fraud prevention or detection, immigration and passport purposes

Further information on data held by the registration service and a full list of the organisations with whom registration data is shared, the purpose and the lawful basis for sharing the data can be found at www.southampton.gov.uk. Alternatively, staff at this office will be able to provide the information.

You have the right to request access to the personal information we hold about you, to be informed about the collection and use of your personal information, for incorrect information to be corrected (where the law permits) and to request us to restrict the processing of your personal information. In certain circumstances you have the right to object to the processing of your personal information. Your information will not be subjected to automated decision-making.

Registration information is retained indefinitely as required by law. Other personal data will be held for the period specified in the [SCC Retention Schedule](#).

If you have any questions or concerns about the collection, use or disclosure of your personal information please contact registrars@southampton.gov.uk.

You have the right to complain to the Information Commissioner's Office about the way we are handling your personal information. Details on how you can do this can be found on the [Information Commissioner's Office](#) website.

9. Funerals and Bereavement

In order to provide bereavement services to you, it is necessary for us to collect and hold personal information about you. This information collected and held will vary and depend on the nature of the services used.

Examples of the bereavement services in which personal information will be gathered are:

Cremation, burial and memorial applications, transfer of exclusive rights of burial, correspondence.

This information will include:

- Basic details about you such as address, telephone number, email address on cremation application forms
- Basic details about you such as address, telephone number, email address on burial application forms
- Basic details about you such as address, telephone number, email address on memorial application forms

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Southampton City Council.

How will we use the information we hold about you?

We will collect information about you (where applicable) to:

- Be placed on record as the applicant for a cremation application
- Be placed on record as the applicant for a burial application
- To record you are the grantee of an exclusive right of burial
- To process all memorial applications and to send out subsequent memorial renewals
- To contact you concerning any of the above

We will not share any information to anyone outside of the service without your consent and if you want to see a copy of any information held by the service, please contact us directly.

What is the legal basis for us to process your data?

The legal basis for processing the data for the above purposes will be one of the following:

- Carrying out of a contract to which you are a party
- Our legal obligation under Local Authorities Cemeteries Order 1977
- Our legal obligation under The Cremation (England & Wales) Regulations 2017
- In the public interest or in the exercise of official authority
- In some instances we may need your consent to process personal data. If so, this will be made clear, and you will have the right to withdraw your consent at any time

You are obliged to provide the personal data requested. Possible consequences of failure to provide such information would result in delaying your request of service.

Who we will share your information with

We only share your information with our partner organisations when it is necessary to carry out the services being provided. These partner organisations include funeral directors, stonemasons, memorial suppliers and medical referees.

There may be certain circumstances where we would share information because we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. 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.

We may also share personal information to prevent, investigate or prosecute criminal offences, or as the law otherwise allows.

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

You have the right to request access to the personal information we hold about you, to be informed about the collection and use of your personal information, for incorrect information to be corrected (where the law permits) and to request us to restrict the processing of your personal information. In certain circumstances you have the right to object to the processing of your personal information. Your information will not be subjected to automated decision-making.

Some bereavement information is retained indefinitely as required by cremation and burial law. Other personal data will be held for the period specified in the [SCC Retention Schedule](#).

If you have any questions or concerns about the collection, use or disclosure of your personal information please contact registrars@southampton.gov.uk.

You have the right to complain to the Information Commissioner's Office about the way we are handling your personal information. Details on how you can do this can be found on the [Information Commissioner's Office](#) website.

10. Libraries- Joining the library

When providing services, we need to take and store some data about you as our customer to make your transactions easier and make our service run smoothly.

We treat your data in the strictest confidence and only share your data if legally permitted to within current data protection legislation.

To join the library we ask you to provide the following information and some proof such as a bill:

- Your name
- Address
- Telephone number
- Date of birth
- Email
- Whether you have a disability
- Details of a guarantor if required

We record this information on our database called Spydus. We also record the following data:

- A record of your transactions with the library
- Computer usage
- Items you have on loan
- Monies you owe the library
- Payments and refunds and waived charges
- Comments and suggestions
- Notes and bans
- Personal preferences for communication

This information is held for the following purposes:

- Administration and audit
- Financial recording and debt recovery
- Monitoring and development of library services
- To enable notifications to you about items you need to return, books you have reserved and other service issues

We share data within Southampton City Council, and for the purposes of the prevention, investigation, detection, or prosecution of criminal offences.

We keep your records as long as you are a member of the library.

If you have not used the library for two years and have no outstanding items on loan to you or owe us any money, your record will be deleted. However if you do still have items on loan or owe the library any money, your information will be kept for five years after your last activity.

You can check the basic information we hold about you on your account at any time. This is available on our [online libraries service](#). You will need to have your library number which is on your library card and a PIN.

If any details are incorrect you may be able to amend them yourself or opt out of our communications.

11. Libraries – Use of Computers

You should only use your own borrower number and PIN to get access to the computers.

If there is an outstanding issue with your library account you may not be able to log on. Please ask a member of staff to advise you.

Take care when accessing sites which require personal information. Access to and use of the internet is at your own risk.

Please do not alter the computer settings, delete any files or install your own software. These are offences under The Computer Misuse Act (1990).

You must not create, sell, distribute, circulate, read or look at any material that is obscene, pornographic, racist, defamatory, grossly offensive or menacing as outlined in The Obscene Publications Act (1964) and the Telecommunications Act (1984). This includes email messages.

You should not use the computers to view live TV programmes. Access to non-live TV, such as the Channel 4 On Demand service, or the BBC iPlayer service are permissible if you have a TV licence.

Southampton City Council monitors internet use. It is possible to identify sites users have visited and if inappropriate use is detected, further action may be taken.

Only single copies of information should be downloaded, to be used for private study or research to ensure that you comply with the Copyright Design and Patents Act (1988) when creating, downloading or printing material.

Southampton City Council is not responsible for damage to your equipment, or for any loss of data, or any damage or liability that may occur from use of the library computers.

Southampton City Council uses filtering systems on its internet access. If you feel a site should not be filtered please give staff details.

Once you log off any data you saved on the computer hard disk or any print release codes are erased.

You should always be considerate to other library users and not make excessive noise or mistreat the equipment. Small bottles of water and drinks are permitted to be consumed at computers but no food.

If you fail to comply with these guidelines, Southampton City Council may take one or more of the following actions:

- Ask you to stop your actions
- Withdraw internet and computer access for a period of between one week to six months for repeat or serious offences
- Withdraw computer access permanently
- Withdraw access to the library
- Consider prosecution where the law has been broken

If you require further clarification of any of these points please speak to a member of staff.

12. Housing Service Tenants

Why do we collect and use this information?

In order to carry out this function, Southampton City Council processes personal data about the following types of people:

- Tenants of Southampton City Council and household members
- Carers or representatives
- Complainants, enquirers or their representatives
- Customers / Clients
- Landlords
- People's images captured by our concierge service
- Professional advisers and consultants
- Recipients of benefits
- Representatives of other organisations
- Staff, persons contracted to provide a service
- Suppliers
- Applicants of Housing

We hold this personal data securely and use it to:

- Undertake multi-agency audit activity, such as case file audits
- Provide training courses, forums and briefings, including pre and post evaluation
- Carry out staff surveys for monitoring and evaluation purposes
- Undertake statistical and financial forecasting and planning
- Complete statutory return

Unless stated, we are the data controller for your personal data, and the following sections provide detail about the information we process, and explains what allows us to do this (the lawful basis), who we may share it with, and how long we keep it for (the retention period).

The categories of information that we collect, hold, and share

As a local authority, we only process data that is necessary for us to carry out our statutory functions. To carry out our duties in respect of the management of the homes and tenancies of Southampton City Council tenants and leaseholders , the type of information we process is as follows:

Personal Data

- Banking or payment details
- Business activities
- Carers and representatives
- Case file information
- Contact details (name, address, telephone number, etc.)
- Electoral registration information
- Employment details
- Education details
- Family details
- Financial details
- Goods and services
- Housing needs
- Lifestyle and social circumstances
- National Insurance Number
- Relevant Contact (eg Next of kin / carer)
- Visual images, personal appearance and behaviour

Special categories (or sensitive personal data)

- Immigration status
- Physical or mental health
- Racial or ethnic origin

The lawful basis on which we use this information

The use of your personal data is compliant with the following conditions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA2018):

- Article 6(1)(c) of the GDPR – It is necessary for us to process your information so we can comply with our legal obligations
- Article 6(1)(e) of the GDPR – It is necessary for us to process your information so we can carry out our official functions or public tasks

These articles under the GDPR and the DPA2018 are supported by the following specific legislation:

- Housing Act 1985
- Housing Act 1996
- Prevention of Social Housing Fraud Act 2013
- Homeless Act 2002
- Housing and Regeneration Act 2008
- Localism Act 2011
- Care Act 2014
- Children Act 1989
- Housing and Planning Act 2016
- Homeless Reduction Act 2017

Further details of our statutory powers and duties can be found on the [Local Government Association's website](#).

Under this lawful basis we do not require your consent to process this information but we are required, through this privacy notice, to ensure that you are fully informed of why we are collecting this information and what we will do with it.

Storing and Securing Data

The information provided to us for the management of your tenancy and home will be held in the following format: **Digital**

The information provided to us will be held in accordance with the Council's Retention Schedule, and then it will be securely destroyed.

For information held for the purposes of the management of your tenancy and home, your personal data will be held for the following period: **6 years from the ending of your tenancy**

The technical security measures will differ between service areas, depending on the nature of the information being processed, but the Council has an information governance structure in place to ensure privacy risks are identified and addressed.

The Council also has suite of information governance policies in place that staff are required to adhere to. These policies cover information security, records management, and the access and use of information.

The GDPR requires personal data to be processed in a manner that ensures its security. This includes protection against unauthorised or unlawful processing and against accidental loss, destruction or damage.

It requires that appropriate technical or organisational measures are used, and the Council's handling of its data satisfies this requirement.

Southampton City Council takes its data security responsibilities seriously and has policies and procedures in place to ensure the personal data held is:

- Prevented from being accidentally or deliberately compromised
- Accessed, altered, disclosed or deleted only by those authorised to do so
- Accurate and complete in relation to why we are processing it
- Continually accessible and usable
- Protected by levels of security 'appropriate' to the risks presented by our processing.

Who do we share information with?

We may share your personal information with external organisations, such as the Police, to prevent and detect crime, however, this would only occur when the law allows us to do so.

We may have to share your information with other teams and departments in the Council, in order to fulfil this, and other statutory duties, and to deliver a sufficient level of service, in the public interest, as a local authority.

For the purposes of the management of your home and tenancy, we will routinely have to share your data with the following types of organisations:

- Business Partners
- Central Government
- Commissioned Providers
- Corporate Suppliers
- Debt Collection and Tracing Agencies
- Fire Services
- Emergency Services
- Healthcare Providers
- Housing Associations and Landlords
- Local Government Authorities
- Ombudsmen and Regulatory Authorities
- Police
- Probation Services

13. Cookies

Southampton City Council and its partner sites* all place cookies onto your computer for the purpose of making your visits to our sites more friendly and efficient. Legislation requires we tell you about this and to give you the option to [remove these cookies](#)¹³ if you so wish.

Southampton City Council makes every effort to maintain the accuracy of the information on this web site and this privacy statement applies to this entire website – www.southampton.gov.uk (and other associated websites) it does not apply to linked external websites. When linking to another web site, Southampton City Council recommends that you read their privacy statement on cookies.

Please note, some of our web pages include Google maps or links to YouTube film and these third party sites will register their own Cookies if you click into them.

Cookie security and privacy issues

Cookies are not intended to store any information that could otherwise identify the user/user identity – they only store information on user preferences. Due to their flexibility and the fact that many of the largest and most-visited websites use cookies by default, cookies are almost unavoidable. Disabling cookies will lock a user out of many of the most widely-used sites on the Internet like Youtube, Gmail, Yahoo mail, and others.

¹³ <http://www.aboutcookies.org.uk/>

Even search settings require cookies for language settings. Therefore you should be aware that by declining cookies on our site – you may find from time to time some pages will not respond as you anticipate.

When visiting our site, we will record the following information, in order to help us improve the browsing experience. We do not use this for tracking purposes.

- IP address
- country
- browser
- operating system
- screen resolution

Council Advertising Network

The Council Advertising Network (CAN) delivers adverts on our webpages. The adverts are managed by a Google tool called Doubleclick for Publishers (DFP). DFP uses cookies to track who has seen which adverts and to track how those adverts are performing.

The cookies set by Google DFP are as follows:

Cookie name	What it does	When it expires
__gads	an anonymous identifier	Two years
drt	randomly generated number	30 minutes
id	an anonymous identifier	Two years

More information is available at: [Google Privacy and Terms - Advertising](#)

CAN have their own advertising privacy policy available here: [CAN advertising privacy policy](#)

To opt out of getting personalised adverts at: [Your Online Choices](#)

Emails

If you send us an email, its contents will be checked before it is released it to the person to whom it was sent. Software will automatically detect unacceptable content, including obscenities and profanities, certain attachment types, viruses, spam (junk emails). If an email that contains unacceptable content is detected, it will not be delivered.

Partner Sites

These are sites that are owned and hosted by Southampton City Council. They include:

- Young Southampton <http://www.youngsouthampton.org/>
- Southampton Information Directory <http://sid.southampton.gov.uk>
- My Southampton self-service portal <https://my.southampton.gov.uk>
- Plimsoll <http://www.plimsoll.org/>
- Invest in Southampton <http://www.investinsouthampton.co.uk/>
- Southampton Connect <http://www.southampton-connect.com/>

If you have any concerns or questions relating to this privacy statement then please contact: information@southampton.gov.uk

14. Use of NHS Number

If you are receiving support from adult social care then the NHS may share your NHS number with adult social care. This is so the NHS and adult social care are using the same number to identify you while providing your care. By using the same number the NHS and adult social care can work together more closely to improve your care and support.

Your NHS number is accessed through an NHS service called the Personal Demographic Service (PDS). Adult social care sends basic information such as your name, address and date of birth to the PDS in order to find your NHS Number. Once retrieved from the PDS the NHS Number is stored in the Council's adult social care case management system.

These data are retained in the adult social care system in line with the Council's [record retention policy](#). This policy is in accordance with data protection legislation, Government record retention regulations and best practice. [Further information is available here.](#)

In terms of data protection legislation the Council is both the Data Controller and the Data Processor.

The NHS Number then has two uses, the first being a unique identifier to allow Social Care information to be displayed in the Council's adult social care case management system, for the provision of direct care. We will also use this number in an integrated care record system across a number of support services including GP's, hospitals, community matrons, district nurses and social care practitioners.

The Council will share information only to provide health and social care professionals directly involved in your care access to the most up-to-date information about you. It will do this by sharing appropriate information between health and social care services at the time of patient contact. Access to information is strictly controlled, based on the role of the professional. For example, social workers will only have access to information that is relevant to the execution of their care duties.

The Council's Global Privacy Policy ensures that your information is protected, and available only to staff directly involved in your care. [This policy is available here.](#)

The use of joined up information across health and social care brings many benefits. One specific example where this will be the case is the discharge of patients into social care. Delays in discharge (commonly known as bed blocking) can occur because details of social care involvement are not readily available to the staff on the hospital ward. The hospital does not know who to contact to discuss the ongoing care of a patient. The linking of social care and health information via the NHS number will help hospital staff quickly identify if social care support is already in place and who the most appropriate contact is. Ongoing care can be planned earlier in the process, because hospital staff will know who to talk to.

The addition of the NHS Number to social care data will bring additional benefits:

- Better coordinated and safer care across health and social care enabled through the sharing of real-time information.
- Better coordination of discharges from hospital into social care, as explained above.
- More time to spend on planning and coordinating social care because health staff can identify and involve social care staff earlier in the process.
- Earlier intervention to maximise the opportunities for reablement services leading to greater independence for patients.
- Less paperwork and more efficient use of social care resources

You have the right to object to the processing of your NHS Number in this way. This will not stop you from receiving care, but will result in the benefits outlined above not being realised. To help you decide, we will discuss with you how this may affect our ability to provide you with care, and any other options you have.

If you wish to opt-out from the use of your NHS number for social care purposes, please talk with your social worker, by contacting us on 023 8083 3003 or email to adultsocialcareconnect@southampton.gov.uk

15. National Fraud Initiative

Southampton City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud. The Cabinet Office appoints the auditor to audit the accounts of this authority.

The Cabinet Office is responsible for carrying out data matching exercises.

Data matching involves comparing computer records held by one body against other computer records held by the same or another body to see how far they match. This is usually personal information. Computerised data matching allows potentially fraudulent claims and payments to be identified. Where a match is found it may indicate that there is an inconsistency which requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until an investigation is carried out.

We participate in the Cabinet Office's National Fraud Initiative: a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the [Cabinet Office](#) for matching for each exercise, as detailed on their website.

The use of data by the Cabinet Office in a data matching exercise is carried out with statutory authority under Part 6 of the Local Audit and Accountability Act 2014. It does not require the consent of the individuals concerned under the Data Protection Act 2018.

Data matching by the Cabinet Office is subject to a [Code of Practice](#).

View further information on the [Cabinet Office's](#) legal powers and the reasons why it matches particular information.

16. Corporate Health and Safety

Why do we collect and use this information?

In order to carry out this function, Southampton City Council processes personal data about the following types of people:

- All residents within Southampton
- Carers or representatives
- Claimants
- Complainants, enquirers or their representatives
- Customers / Clients
- People captured by CCTV images
- Professional advisers and consultants
- Representatives of other organisations
- Staff, persons contracted to provide a service
- Students and pupils
- Suppliers
- Traders and others subject to inspection
- Witnesses
- Applicants
- Offenders
- Suspected offenders
- Victims

We hold this personal data securely and use it to:

- Undertake health and safety case file audits/investigations
- Provide training courses, forums and briefings, including pre and post evaluation
- Complete statutory returns, such as accident reporting to the Health and Safety Executive (HSE)

Unless stated, we are the data controller for your personal data, and the following sections provide detail about the information we process, and explains what allows us to do this (the lawful basis), who we may share it with, and how long we keep it for (the retention period).

The categories of information that we collect, hold, and share

As a local authority, we only process data that is necessary for us to carry out our statutory functions. To carry out our duties in respect of Health and Safety, the type of information we process is as follows:

Personal Data

- Banking or payment details
- Business activities
- Case file information
- Children's data (u18)
- Contact Details (Name, address, telephone number, etc.)
- Employment details
- Education details
- Family details
- Financial details
- Goods and services

- Licenses or permits held
- Lifestyle and social circumstances
- NI Number
- Relevant Contact (e.g. Next of Kin / Carer)
- Student and pupil records
- Visual images, personal appearance and behaviour

Special categories (or sensitive personal data)

- Trade Union Membership
- Sexual Orientation
- Criminal Record
- Criminal Proceedings
- Physical or Mental Health

The lawful basis on which we use this information

The use of your personal data is compliant with the following conditions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA2018):

- Article 6(1)(c) of the GDPR – It is necessary for us to process your information so we can comply with our legal obligations
- Article 6(1)(e) of the GDPR – It is necessary for us to process your information so we can carry out our official functions or public tasks
- Article 9(2)(g) of the GDPR and Schedule 1, Part 2, paragraph 6 of the DPA2018 – It is necessary for us to process your personal data as we believe it is necessary for us to do so in order for us to perform our statutory obligations, and there is substantial public interest in doing so

Details of our statutory powers and duties can be found on the Local Government Association's website: <https://standards.esd.org.uk/?uri=list%2FpowersAndDuties>

Under this lawful basis, we do not require your consent to process this information but we are required, through this privacy notice, to ensure that you are fully informed of why we are collecting this information and what we will do with it.

Please also note that no automated decision making (decisions taken without a person involved) occur for any parts of these procedures controlled by SCC and we do not use profiling to deliver our service to you.

Storing and Securing Data

The information provided to us for **health and safety** will be held in the following format:

- **Both paper and digital**

The information provided to us will be held in accordance with the Council's Retention Schedule, and then it will be securely destroyed.

For information held for the purposes of **health and safety**, your personal data will be held for the following period:

- Employee accident or incident including violence or abuse: 6 years from date of occurrence
- Employee exposure to asbestos: to age of 75 years old
- Member of the public (not pupil or student): 7 years from date of occurrence
- Pupil or student: reaching the age of 25 years old

Who do we share information with?

We may share your personal information with external organisations, such as the Police, to prevent and detect crime, however, this would only occur when the law allows us to do so.

We may have to share your information with other teams and departments in the Council, in order to fulfil this, and other statutory duties, and to deliver a sufficient level of service, in the public interest, as a local authority.

For the purposes of health and safety, we will routinely have to share your data with the following types of organisations:

- Central Government
- Commissioned Providers
- Corporate Suppliers
- Education Providers
- Fire Services
- Healthcare Providers
- Housing Associations and Landlords
- Local Government Authorities
- Ombudsmen and Regulatory Authorities
- Police
- Probation Services
- Trade Unions

17. HR Pay

How will we use your information?

As an employer, Southampton City Council has to hold and process information about you for normal employment purposes. The information we hold and process will be used for the following activities:

Recruitment process

When you apply for a job with us (whether you already work for us or not), you will be asked to provide personal information to support your application and to enable us to determine your eligibility and suitability for the post you have applied for. This may include personal information such as your current and past employment details, educational qualifications, membership of professional bodies, continuous professional development and referee contacts.

If you are successful in your application and offered employment then the personal information provided to us during the recruitment process will be used for the performance of the employment contract and will form part of your HR record that will be stored securely and access will be strictly limited.

If you are unsuccessful in your application then your details will be stored securely for a period of 9 months should the Council need to review the recruitment process, provide constructive feedback to individual applicants upon request or to defend any potential legal claim that might arise. The record will be destroyed at the 9 month period (unless there is a legitimate need to keep it for a longer period for one of the above reasons).

Pre-employment checks

Prior to starting work with us it will be necessary for us to undertake pre-employment checks which will include verifying references, carrying out right to work, criminal record checks and professional registration checks (where relevant).

The above information (other than DBS) will be stored in your HR record. With regard to DBS Checks, criminal record certificates are issued directly to the applicant. We will request that you show the appointing manager your certificate and will record the Disclosure Number, issue date and risk assessment (in cases of a positive disclosure) and will retain this in your HR record. We abide by the DBS Code of Practice and do not photocopy or retain full DBS Disclosure Certificates.

You will also be asked to complete a medical questionnaire to determine that you are medically fit to undertake the role and establish whether any adjustments to the role will be needed. The Council use an external occupational health service provider, Medigold Health, and your medical questionnaire will go directly to them to process and hold the information in your medical record. This cannot be accessed by the Council and the information provided will only be shared with your line manager with your consent. For further information on how Medigold use your information and your rights, please refer to <http://www.medigold-health.com/>

Pay/Pensions and contractual benefits

We use your bank details and national insurance number so that we can make salary payments, pension deductions, tax and national insurance contributions and administer your pension.

For further information on how we use your information and your rights, please contact HR Pay – HR.Pay@Southampton.gov.uk or HR Pay, 1st Floor, One Guildhall Square, Southampton, SO14 7FP.

Workforce & diversity information

As part of the recruitment process and also on some other occasions during your employment it will be necessary to process information about you for employment reasons. It will be helpful for us to obtain personal information relating to your gender, racial/ethnic origin, religious beliefs, sexual orientation, marital status and whether or not you have a disability. During the recruitment process, the information you provide will be separated from your application prior to short-listing. Any diversity information requested is anonymised and used in order that the Equal Opportunities Policy can be monitored effectively.

Your information may also be used from time to time as part of workforce data to enable the development of a comprehensive picture of the workforce and how it is deployed.

We will always obtain your explicit consent to these activities (unless this is not required by law or the information is needed to protect your health in emergency). Where it is not a legal requirement, you have the right to give consent and withdraw your consent at any time.

Who has access to your personal information?

Access to your personal information is strictly limited and should only be accessed by those with a legitimate need in their job role.

Your line manager may hold local records on performance and notes of one to one meetings. He/she will be able to access information the Council hold about you on HR systems which includes general job related information, emergency contact numbers, current pay and absence history.

HR and Finance professionals will also have access to information about you in order to provide specialist support to management and calculate pay and contractual entitlements.

We will only share your personal information with third parties in line with this document and our legal obligations. We will ensure that the third party we are sharing it with has appropriate technical and organisational processes in place to keep your personal information secure and that they only use it in accordance with our instructions.

How long do we need to keep your personal data?

We will only hold your personal data for as long as there is a business need or a legal obligation. Your HR personal file will be kept securely for a period of 7 years after you have left the Council's employment. This is in case there is a retrospective legal claim made against the Council.

Keeping your personal information accurate and up-to-date

It is important that the information we hold on you is accurate and up-to-date. We therefore need you to inform us of any change that is needed to your personal information. For existing staff this would be by completing the relevant forms held on HR Stuff on the staff intranet:

<https://staffinfo.southampton.gov.uk/hrod/>

If you are not employed by the Council or cannot access HR Stuff then this must be by contacting HR Pay on 02380 917770 (option 5) or emailing HR.Pay@Southampton.gov.uk.