

## PRIVACY NOTICE: COMMUNITY ASSISTANCE HUBS

Scottish Borders Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Our head office is located at Newtown St Boswells, Melrose TD6 0SA. You can contact us on 0300 100 1800 or [customeradvice@scotborders.gov.uk](mailto:customeradvice@scotborders.gov.uk).

### Why we collect and use your information:

We are the data controller for the personal information we collect from you. We will collect and use your personal information in order to help coordinate and respond to the COVID-19 emergency. We know that there is already a lot of great community support happening across the region and in many areas neighbours are organising themselves locally to offer their help to those who need it. We are conscious that not everyone has these local connections so we have created this community assistance hub to match local people who need help, with others who can provide the help they need.

We will share your data with other agencies that work in your area. These include;

- NHS Borders
- Third Sector partners
- Community Councils
- Resilient Communities

### The information we collect about you:

We will collect only the personal information we need to perform our functions. We will collect your name and contact details (email address, postal address, phone number).

We may also collect:

- Information about how you can help with the response to the emergency,
- what help you or a neighbour need,
- what help you, or your business, can give or professional skill you can offer,
- information about your household composition

### How we use your information:

If you have volunteered to help then with your consent we will share that information with the relevant agencies for them to contact you. Once they have received this information they should inform you about how they are going to use that information and your rights over its use.

If you have asked for help we will match the information you provide with our own data to check that you are not already receiving social care services from us. If you are it may be more appropriate for SBC to help you. If we share your information with one of our partner agencies, this is done as part of our public task.

We will also use your data to better understand the services we provide and to help us build those services for the future. We may also use your data to identify if our services are fulfilling our legal obligations.

### How long we keep your information for:

If you have asked us for help then the council may keep your data for 5 years in line with our responsibilities to provide social care. There may be a legal reason for us to keep it longer, such as if legislation requires us to.

If you have registered with us as a volunteer, we will keep your data for the duration of the COV-19 pandemic (possibly up to 18 months) or until you indicate otherwise.

### Third Party Information

If you have provided anyone else's details to us, please make sure that you have told them that you have given their information to Scottish Borders Council. We will only use this information as part of the assessment of your need for services and to contact them in connection with delivery of any such services. If they want any more information on how we will use their information they can visit our web site at <http://www.scotborders.gov.uk/privacystatement> or by email [dataprotection@scotborders.gov.uk](mailto:dataprotection@scotborders.gov.uk)

### Your rights

#### Right to withdraw consent:

You have the right to withdraw your consent for us to process your information. To do this, please email [Covid-19Community@scotborders.gov.uk](mailto:Covid-19Community@scotborders.gov.uk) or call 0300 100 1800 or write to us at Covid-19 Strategic Group, Scottish Borders Council, Newtown St Boswells, Melrose TD6 0SA. Please be aware that there may be some situations where we are still allowed to keep and use your information, even when you have withdrawn consent. It is important to note that, if you are requesting assistance and you choose to withdraw your consent, we may be unable to help you.

You have the right to request access to any personal data held about you by the Council. You can also request that we restrict the use of your information or even object to any further processing. You can do this by contacting the Data Protection Officer by using the contact details or by email to [dataprotection@scotborders.gov.uk](mailto:dataprotection@scotborders.gov.uk). We will respond to your request within thirty calendar days.

For more information on your rights please visit our website

<http://www.scotborders.gov.uk/DPYourRights> or if you would like a hard copy of this information, please contact us using the contact details provided above.

### How to raise a complaint

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@scotborders.gov.uk](mailto:dataprotection@scotborders.gov.uk) or by telephone on 0300 100 1800.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office (ICO), who can be contacted by post at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

You can contact the ICO by phone on 0303 123 1113 or 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 <http://www.scotborders.gov.uk/complaints>