**COVID-19 Community Hub Privacy Notice**

As part of the UK government’s COVID-19 (Coronavirus) pandemic response Vale of the White Horse District Council is working in partnership with other relevant council services, councils, government departments and voluntary sector and community groups to assist residents who need help. This includes:

* **Shielding vulnerable persons** requires data sharing with Government, other local councils and partner voluntary organisations.
* **Priority food provision** requires data sharing with Defra and other local councils.
* **Local Contact Tracing** to support the national Test and Trace programme requires data sharing with PHE, NHS, other local councils and universities.

This notice describes how Vale of the White Horse District Council may use your information to protect and assist you, and others, during the outbreak.

The council understands the importance of ensuring that personal data is always treated lawfully and appropriately and that the rights of individuals are upheld.

You can view Vale of the White Horse DC’s [privacy policy](http://www.whitehorsedc.gov.uk/about-us/contact-us/requesting-information/data-protection/vale-white-horse-district-council-privacy) on our webpage

**Why we may hold your data**

The councils have set up a helpline, webpage and email address to provide signposting, advice and support in matters relating to the pandemic.

Vale of the White Horse DC [Community Support Response](http://www.whitehorsedc.gov.uk/services-and-advice/coronavirus-community-support)

We are proactively contacting our most vulnerable residents to ensure that they have the help that they need.

In order to identify these individuals/ households who may require additional support during the crisis we will use information supplied by Central Government, the NHS and Health and Social Care.

We will also respond to calls from any residents in need of assistance and we will need to collect data in order to provide a response.

**The type of information we collect**

The personal data processed will depend on the nature of the transaction, but will include name and contact details and may include special category data (data which requires an additional level of protection due it’s sensitive nature), such as information about your health conditions**.** We may, in this current crisis, need to ask you for more details than you have supplied. This is so the Council can assist and prioritize its services.

**How we get the personal information and why we need it**

Although we will be collecting personal information directly from you, we also already hold data regarding residents, employees and stakeholders. You may have provided this information for a specific reason and normally the council would seek to inform you that the data provided would be being used for a different purpose.  Due to the rapid pace of the current pandemic this will not always be possible.  If we already hold information regarding vulnerability as defined in the current guidance from the Government and [Public Health England](https://fingertips.phe.org.uk/profile/wider-determinants/supporting-information/vulnerability), we may share this for emergency planning purposes or to protect your vital interests by sharing with services both inside and outside the council.

**Our Lawful basis for processing your information**

**General personal data:**  
Article 6(1)(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.  
  
**Special category data:**  
Article 9(2)(g) - processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.  
Article 9(2)(i) - processing is necessary for reasons of public interest in the area of public health

**Who your information may be shared with (internally and externally)**

In this current pandemic we may share your information with:

* other public authorities
* emergency services
* voluntary and community groups (with your consent)
* other stakeholders as necessary and proportionate to do so

Your personal information may also be shared where there is a statutory obligation to do so - for example, to safeguard someone from harm or for the prevention or detection of crime or fraud.

Your data will not be transferred abroad unless you are specifically informed at the point your data is collected

**How long we keep your information (retention period)**

The information outlined in this Privacy Notice will be reviewed from time to time, so our information is accurate and kept up to date. We will only keep your information for the minimum period necessary and when we no longer require your personal data, it will be disposed of securely and confidentially.

The information outlined in this privacy notice will be kept for the duration of the COVID 19 response. At present, it is not known how long data relating to the management of this pandemic will be retained. You can be assured that the council will follow any published guidance in this respect as and when it becomes available.

**How we protect your Information**

We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

**Your rights**

You have rights under the Data Protection Act 2018 and these can be viewed here:

You can view Vale of the White Horse DC’s [privacy policy](http://www.whitehorsedc.gov.uk/about-us/contact-us/requesting-information/data-protection/vale-white-horse-district-council-privacy) on our webpage

It should be noted that not all rights apply in all cases and that these rights are only applicable if the council has no other legal obligation concerning that data. If you wish to exercise any of these rights, you should contact the council’s data protection officer as detailed below.

**Our contact details**

Vale of White Horse District Council

is registered as a data controller with the Information Commissioner’s Office (ICO) with Registration number: [Z6666984](https://ico.org.uk/ESDWebPages/Entry/Z6666984)

Our address is 135 Eastern Avenue, Milton Park, Milton, Abingdon. OX14 4SB

We have appointed a Data Protection Officer.  She is Adrianna Partridge and she can be contacted by email to [foi@whitehorsedc.gov.uk](mailto:foi@whitehorsedc.gov.uk)

**Further information**

If you believe we have not handled your personal data as we have described here, please either contact us using the details above and your concerns will be fully investigated.  If, after we have investigated your concerns, you are not satisfied with our conclusion, you have the right to refer the matter to the Information Commissioner’s Office (ICO).  You can reach them [through this link to their website](https://ico.org.uk/concerns/) or call them on 0303 123 1113.  Their mailing address is:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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