



Privacy Notice – Covid-19 Community Response

West Devon Borough Council takes your privacy seriously. In order to best respond and help coordinate the community response for COVID-19, it is necessary to collect information about you. This notice sets out what we will do with your personal information and who we may share it with in respect of the COVID-19 Response.

How we use your information

We will use the information you provide to:

- Connect you to support in the community as part of COVID-19 response.

For individuals that have been contacted by the NHS due to having serious medical conditions, we will receive information about them from the NHS which will be used solely for delivery of critical food supplies and potentially undertaking welfare check calls. This information will not be processed for any other purpose.

This is necessary in order for us to be able to fulfil our statutory obligations and responsibilities to issue licences and to investigate complaints or concerns.

The personal information you provide will not be used for any other purpose unless required by law, to prevent or detect crime or to protect public funds.

Information that we use may include:

- your name
- your address
- your medical history
- Any vulnerabilities you may have
- notes about any relevant circumstances that you have told us about

How the law allows us to use your information

The legal basis for processing your personal data is that it is in the public interest for us to deal with the outbreak of COVID19.

Length of time we keep your information

We will retain your data for the duration of the COVID19 response. When the Government has declared the pandemic over, your personal will be securely destroyed and not used for any other purpose.

Sharing your information



So that the Council can provide an effective support, we may need to share your information with partner organisations where it is required to ensure that you receive the required support. This may include

- Devon County Council
- Emergency Services (Ambulance, Police, Fire etc)
- Voluntary organisations (note that we will ensure suitable protections in place where we do this)
- Organisations contracted by the Council to deliver our services (such as FCC for our Waste Services)

Where information is shared, the Council has written agreements and protocols in place to ensure that your data is secure and protected to the same levels that the Council requires.

Retention & Transferring of data outside of the EU

We will at all times hold your information securely, in hard copy format, electronically or both.

Your personal data will be kept secure by the Council and will be kept within the European Economic Union (EEU). Where the Council uses a third party to store your personal data and it is stored outside of the UK/EEU, the Council will ensure that appropriate safeguards are in place to keep your personal data secure.

Individual rights

You have a number of rights under the General Data Protection Regulations. These can be found on the ICO website <https://ico.org.uk/for-organisations/guide-to-the-general-dataprotection-regulation-gdpr/individual-rights/>

The Data Controller for your information

The Data Controller for information you provide for this services is West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock PL19 0BZ

The Data Processors for your information

Your information may be provided to other organisations for processing in relation to this service. The Council has strict agreements in place with all Data Processors to ensure your information is protected. The Data Processors for information provided for this service are:-



Data Protection Officer

The Council has a duty to appoint a Data Protection Officer. The Council's nominated Data Protection Officer is Drew Powell, West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock PL19 0BZ

If you have any queries, would like to exercise your rights or make a complaint, contact the Data Protection Officer by email to data.protection@swdevon.gov.uk or write to them at West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock PL19 0BZ. Please avoid phoning us during this period.

If you are not happy with how we have handled your complaint, you have the right to contact the Information Commissioner's Office to make a complaint about what we do with your information:

- Telephone them on 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
- Visit their website at www.ico.org.uk
- Write to them at

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