

## [Resources Directorate - Client Finance Service - Privacy Notice](#)

Our core data protection obligations and commitments are set out in the Council's Corporate Privacy Notice and on our website at [Data Protection – Privacy Notice](#).

This notice provides additional privacy information for individuals who engage with the Client Finance Service.

### **Purpose(s)**

We collect your personal information for the following purpose(s):

- To undertake financial assessments under the Care Act 2014 and any related amendments
- To process (including recovery) any invoices in respect of income due to the Council
- To process deferred payment agreements which allow service users who own property to defer the costs of their care.
- To claim your benefits, pay your bills and debts
- To act on your behalf when liaising with the Department for Work and Pensions, the Court of Protection, the Office of the Public Guardian, utility companies, banks and building societies, any other organisation relating to your personal finances.

### **Categories of Personal Data**

In order to carry out these purposes we collect and obtain:

- Name
- Address
- Age and date of birth
- Contact details (email address, telephone number(s))
- National Insurance Number
- Household composition (including dependents)
- Benefits information
- Bank account information
- Financial information (savings, capital, assets, income, expenditure, debt, insolvency, bankruptcy etc.)
- Property information
- Fees for Residential Homes and providers
- Care provision and provider details
- Name and address of person acting on their behalf or Power of Attorney
- Information provided by third parties such as Welfare Rights, CAB, GPs, Hospitals.

### **Special Category Data**

We may also collect special category personal data that may include:

- Physical and mental Health data (for example, any disabilities, illnesses, mental health problems)

## Legal Basis for Processing

We collect and use your personal information because:

- You have given your consent under GDPR Article 6(1)(a).
- It is necessary under GDPR Article 6(1)(e) for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.
- GDPR Article 9(2)(h) to support the provision of health or social care.

## Where has your personal information come from?

We will obtain your information from:

- Yourself
- Family members, carers, the NHS and other providers of care and support
- Department of Work and Pensions
- Court of Protection
- Office of the Public Guardian
- Other Local Authorities
- Utility Companies
- Financial institutions and organisations, such as banks and building societies.

## Who will we share your information with?

We may collect and share personal information about you with the following types of organisations:

- Tameside Metropolitan Borough Council services
- Department of Work and Pensions
- Court of Protection
- Office of the Public Guardian
- Other Local Authorities / Government bodies
- Utility Companies
- Financial institutions and organisations, such as banks and building societies.
- Ombudsman and regulatory bodies
- Care providers

## How long we will keep your data for and why?

We will only retain information for as long as it is necessary to provide services to you and/or for as long as required by us in order to comply with statutory retention periods.

## Transferring data outside the European Economic Area (EEA)

Your information is not processed outside of the European Economic Area.

## Your rights

Information about exercising your rights can be found on the council's website [Exercising Your Individual Rights](#).

## Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies, which are regularly audited, and the audits are reviewed at senior level.

## Data Protection Officer

If you have any questions or concerns about how we use your personal information, please contact the Data Protection Officer at [information.governance@tameside.gov.uk](mailto:information.governance@tameside.gov.uk) or by calling 0161 342 8355.

## Automated Decisions

For this service, all the decisions we make about you involve human intervention.

## Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details on our [Data Protection page](#).