



Privacy Notice for  
Public Service Reform Hub,  
Independent Domestic Abuse Advisors  
&  
Local Authority Asylum Seeker Officers

<b>Document Control</b>		
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## Public Service Reform Hub, Independent Domestic Abuse Advisors & Local Authority Asylum Seeker Officers Privacy Notice

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.

Wigan Council (“a data controller”) is committed to protecting the privacy and security of your personal information.

Wigan Council and organisations who work on behalf of us, collect, store and process personal and sensitive information about individuals. This information enables us to carry out specific functions that we are responsible for.

We recognise the need to treat personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements for fair and lawful processing can be met.

Our core obligations under the UK General Data Protection Regulation (GDPR) and commitments are set out in the [Council's Primary Privacy Notice](#).

### **This notice provides additional privacy information for:**

- Subjects in need of care and support.
- Asylum Seekers and refugees
- Persons affected by Domestic Abuse

### **It describes how we collect, use, and share personal information about you:**

- Before, during and after your relationship with us ends and
- The types of personal information we need to process, including information the law describes as ‘special because of its sensitivity’.

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we use your personal information.

### **Purpose(s)**

The main purposes for processing your personal information are:

- To ensure you and others are safeguarded from harm

- To fulfil our legal duty under the Domestic Abuse Act 2021
- To fulfil our obligation under the Asylum and Immigration Act 1999
- To maintain records of the support and services we provide
- To monitor the quality of the support we provide and check how our services are performing overall, for example by requesting your feedback
- To monitor the number of people being referred into the services and the support they receive.

#### Categories of personal data:

In order to carry out activities and obligations as providers of services to subjects in need of support we process personal information in relation to:

- Personal contact details such as name, title, addresses, telephone numbers, alternative contacts, and personal email addresses
- Personal demographics including date of birth, gender, marital status, civil partnerships, next of kin, key relationships
- National insurance status information
- Photos/Images (where this is with your consent).
- GP

#### Special Categories:

We may also collect, store, and use the following "special categories" of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs and sexual orientation (including ensuring meaningful equal opportunities monitoring and reporting)
- Offences (including alleged offences), criminal proceedings, outcomes, and sentences
- Identification numbers (including NHS number), online identifier and factors specific to your physical, physiological, genetic, mental, economic, cultural, or social identity. This could include reports from health professionals, the Police, Court Information/orders e.g., DNA
- Physical/mental health needs, disabilities, capacity, support needs or issues relevant to your care including long-term health conditions, hearing, visual impairment, or dual sensory loss.
- Details of professionals involved in your care and information they have about you to support your care. This may include sensitive safeguarding information such as details of domestic or financial abuse or neglect.

#### The legal bases we rely on for processing your personal information are:

It is necessary in order to perform our public tasks and duties as a Local Authority

In some cases, we may be required to share your information by law or where it is necessary to protect someone in an emergency

We will only use special category personal data we hold where it is necessary to deliver social care services and where there is a substantial public interest (such as to carry out our statutory or legal duties, for the prevention of crime)

## Data Sharing

In addition to the general reasons for information sharing described in the Council's Primary Privacy Notice, we may share information securely with the following organisations where it is both necessary and appropriate to do so:

- Police
- Immigration
- Probation
- Other Local Authorities
- County, Magistrates or Crown Courts
- Social care (Adults/Children's)
- NHS agencies (GPs, hospitals, ambulance, health visitors)
- Education providers (welfare, schools, colleges, and institution)
- Residential/nursing care providers
- Mental health services
- Government agencies (department of health, department of work and pensions, Home office)
- Central government
- Youth offending service
- Legal service providers
- Substance misuse agencies
- Fire and rescue services
- Housing associations
- Advocacy services
- Other support services who have signed up to the Place and Community Safety Partnership Information sharing agreement

We may share personal information with law enforcement or other authorities if required to do so by applicable law.

**Please note that this is not an exhaustive list.**

We may also collect and receive information from the following:

- Police
- Immigration
- Probation
- Other Local Authorities
- County, Magistrates or Crown Courts
- Social care (Adults/Children's)

- NHS agencies (GPs, hospitals, ambulance, health visitors)
- Education providers (welfare, schools, colleges, and institution)
- Residential/nursing care providers
- Mental health services
- Government agencies (department of health, department of work and pensions, Home office)
- Central government
- Youth offending service
- Legal service providers
- Substance misuse agencies
- Fire and rescue services
- Housing associations
- Advocacy services
- Other support services who have signed up to the Place and Community Safety Partnership Information sharing agreement

**Please note that this is not an exhaustive list.**

Some of the personal information we may hold will come directly from you when you contact us.

#### [Automated decision-making](#)

All the decisions we make about you involve human intervention.

#### [Cookies](#)

To find out how we use cookies please see our [Cookie Notice](#).

#### [Data Retention](#)

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for and in line with [our retention policy](#), including for the purposes of satisfying any future legal, accounting, or reporting requirements.

#### [Your Rights](#)

You may have the right in some circumstances to ask for your information or make a request regarding your data.

To do this you can visit our website where you can [make a subject access / GDPR rights request online](#) or write to us at: Information Governance, Wigan Council, PO Box 100, Wigan WN1 3DS.

Your rights include the right to:

- Ask for access to your information

- Ask for your information to be corrected if it is inaccurate or incomplete. It is important that the personal information we hold about you is accurate and up to date. Please let us know if the information we hold about you should be corrected or updated
- Ask for your information to be deleted or removed but only where there is no need for us to continue processing it (right to be forgotten)
- Ask us to restrict the use of your information
- Object to how your information is used (this right only applies where we seek to rely on public interest or legitimate interests as our lawful bases for processing your information).

You will not have to pay a fee to access your personal information (or to exercise any of the other rights that apply). However, we may charge a reasonable fee if your request for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Full details are contained within the Council's [Primary Privacy Notice](#) and should be read in conjunction with this document.

#### [Data Protection Officer](#)

If you wish to raise a concern about your data or how your request has been handled, please contact our [Data Protection Officer](#).

If you are unhappy with the way that we handle your concern you may complain to the [Information Commissioners Office \(ICO\)](#) at:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.