

Privacy Notice for the Help Hub

What this document is for

This privacy notice provides details on how we, Broadland District Council (“the Council”), use your personal information for the purposes of assessing your support needs, identifying services that may be able to help you, referring you to third parties to support you and/or providing you with support and advice. These Council services and processes are referred to as the “Help Hub”.

By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

The Council is what is known as the ‘Data Controller’ for your data, and act as independent, sole data controllers. The Council that you are resident of is the ‘Data Controller’ for your personal data for the duration of your request for support.

Further details

We also provide the following details in our general privacy notice on our [website](#)

- Your rights under the UK General Data Protection Regulation (the UK GDPR) and how to exercise them; and
- How you can contact the Council’s Data Protection Officer

What we use your information for

The Help Hub is a partnership of services, administered by Broadland District Council, working together to meet residents support needs. The Help Hub aims to find people the right support or services to meet the problems they are facing. Access to the service is not limited and there are no criteria for accessing support from the Help Hub.

The Help Hub will use your information to:

- Identify what issues you need support with and any factors that may be exacerbating these needs
- Ascertain which Council services or partner agencies may be able to support you
- Refer you to services and partner agencies so that they can support you
- Update partner agencies making a Help Hub referral on your behalf on the outcome of that referral (where appropriate)
- Update relevant partner agencies involved in supporting you on your circumstances to ensure a consistent approach to meet your support needs (where appropriate)
- Provide advice and guidance to you though other services delivered directly by the Council
- Produce anonymised statistical reports to evaluate the effectiveness and capacity of support offered through the Help Hub partnership

- Alert or update services and organisations on any risks relating to you to keep you and others safe and to ensure you get the right support

What personal data we collect and use about you

We will collect and use the following information in relation to yourself and other members of your household and anyone included on your application, where this is relevant to your application:

- Contact Information - this could include your name, property address, email address, and telephone number(s)
- dates of birth
- gender
- National Insurance Number
- language
- details of your GP surgery
- Information relating to issues you need support with, including but not limited to:
 - Health and wellbeing
 - Mental health
 - Domestic abuse
 - Financial/employment circumstances e.g Income, Capital, Savings, and equity (including bank statements, pay slips) in relation to application for grant funding and/or money and debt advice
 - Other debt, money worries and benefit information
 - Social isolation and loneliness
 - Bullying, harassment and victimisation
 - Crime and antisocial behaviour - Details of previous incidents of anti-social behavior or criminal activity involving you as an interested party
 - Housing issues
 - Education information relating to dependent child
 - Issues relating to a dependent child
- Any relevant risks or vulnerabilities
- For equalities monitoring purposes we may collect
 - ethnicity (optional)
 - religion (optional)

Who provides this information and how we share data

We receive most of this information from you, but we may also obtain some of this data from Help Hub partner agencies where relevant. The Help Hub is a network of services and organisations working together to support residents of Broadland. The Help Hub is a partnership that includes but is not limited to these external agencies:

- Other local authorities
- Your GP or health care provider
- Private landlords and Registered Housing Providers
- Probation services
- Other internal council departments
- Police
- Department for Work and Pensions
- Childrens services
- Adult social services
- Domestic abuse support providers
- Voluntary and community sector partners
- Any other organisations providing you with support

In order to make our decision or to provide suitable advice and guidance, we may seek to make enquiries regarding the particulars of your support needs with other departments within Broadland District Council and other outside organisations as detailed elsewhere in this Notice and make referrals to those services and agencies as detailed above.

Once the Help Hub has identified who will be best placed to assist you the information gathered will be shared with the partner agencies or service via secure email or via a secure referral system.

We always seek your consent to share your information at point of initial referral to the Help Hub and ask you for details of individuals or services with whom you do not want us to share information. We will inform you of who your information is being shared with unless we feel that to do so would put an individual or family at risk of serious harm. You may remove consent for us to process your information as outlined in this notice at any point.

We may also use the information provided to us to suggest referrals or to signpost you to other departments within the council and other organisations for you to undertake yourself.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose of providing you with support will be shared.

How the law protects you and the legal basis for processing your information

We have legal grounds under the UK GDPR to process this information and rely on your explicit consent.

Under Article 9.2 (a) of the UK GDPR, we may also process special categories of data such as health data.

We also rely on consent under Article 10 of the UK GDPR and Schedule 1, Part 3 (29) of the Data protection Act 2018 in relation to processing data relating to criminal conviction and offences.

How long will we keep your personal information for

The information you provide will be held securely by us for a period of no longer than **5 years** following the closure of your case unless we are required by the Inquiries Act 2005 to retain the information for longer including, up to indefinitely.

How we keep your information

The information is stored electronically, on the Council's network including records management systems.

Changes to this notice

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated in September 2022.