

Strategy and Commissioning Privacy Notice

Who we are:

Strategy and Commissioning
Town Hall
St Ives Road
Maidenhead
SL6 1RF.

Lawful basis for processing personal data:

- Local Government Finance Act 1992
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- Health and Social Care Act 2012
- Care Act 2014
- Children Act 1989
- Children and Young Persons Act 2008
- Children and Social Work Act 2017
- Children and Families Act 2014

How do we collect information from you:

Information is provided by the resident either by post, in person or electronically. We may receive personal data from commissioned service providers who share information about your care plan, service provision, fees and detail of the incident/complaint registered.

What type of information is collected from you:

We may collect and hold Surname, Forenames (or initials), Address, Telephone Number, Email Address, care plan, incident/complaint details including service provider feedback.

How we use the information you have provided:

We use incident/complaint data to assist in resolution of the case, where appropriate

a serious case review and/or service improvement plans for the commissioned service provider.

Who has access to the information about you:

Access is limited to the commissioning officers reviewing the case to support a response and resolution.

Who we may share your information with:

Dependent on the nature of the complaint/incident Information may be shared with the relevant regulatory authority (CQC/OFSTED), LGO, MP's Office, East Berkshire CCG, Thames Valley Police, NHS and the commissioned service provider.

How long we store your information:

Personal data processed for any purpose or purposes is stored securely and this data will be deleted three years after the closure of the incident or complaint.

Does your service utilise automated decision making? – No