

Privacy Notice Commissioning

Everything we do with information about living people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of it.

This notice tells you what information we collect and process about you when you ask for or get services from our Commissioning directorate. It is a joint Peterborough City Council and Cambridgeshire County Council directorate led by Will Patten, the Service Director. If you live in Peterborough then you will still receive services from Peterborough City Council and your information is held by us.

The directorate are responsible for the commissioning and contract management of services for residents and customers. It is not always cost effective for a council to deliver every service because it needs specialist skills which the council may not have or asking another provider to deliver it will mean a better service for our residents. In these cases, we will commission that service to be delivered on our behalf. Where we do that then we will have a contract in place which contains specific instructions on what the council is asking the provider to do and ensures that they abide by data protection legislation.

What information do we hold and about who?

We may collect and process information about people who have receive services from providers on behalf of the council. The kind of information we may process may include:

- Name
- Address
- Bank details
- Income details
- Contact details
- IP Address/online identifier such as user name
- Ethnicity
- Gender
- Sexual orientation
- Religious beliefs
- NHS number
- National Insurance number
- Religious beliefs
- Physical or mental health
- Private information to support an appeal against an appeal
- Criminal offences including allegations
- Household composition details

The categories of person we may hold information about includes

- Customers
- Service providers such as foster carers
- Vulnerable children and adults
- Service providers and their staff

The information we collect is recorded in paper files, in databases and in electronic folders on Peterborough City Council's secure network where it is accessible only to staff who need to see it to do their jobs. Staff who visit you might keep paper notes about their conversation with you but these will usually be destroyed once relevant information is transcribed to our electronic systems. Some of the information in our databases can be accessed remotely on mobile devices, by staff who visit you in your home.

Why do we have it and what do we use it for

If you approach the council for one these services then we will need to process your information in order for these services to be provided to you which may include our public tasks statutory duties and some services which you consent to receive. We may also process special categories of personal information to perform our public/statutory tasks and also where it is for the provision of social care for example.

We collect only the information that we need to carry out these functions and we ensure that it is used and stored safely and securely. All staff who have access to information about you will have received training on data protection and information security.

Who we share information with and why

We will need to share information where it is necessary to perform our statutory duties and so that services can be delivered to you. This will be made clear to you in your particular case and who will be providing that service to you.

Some of the agencies we receive and share information with will include:

- Customers
- Health Agencies
- Police
- Other council services when appropriate
- Hospitals
- Local Businesses
- External auditors
- HMRC
- Care providers
- Registered Social Landlords
- Private Landlords
- DWP
- Social care providers

- GPs
- Hospital
- Other Local Authorities
- Central Government

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework. We require anyone we share information with, or who uses it on our behalf, to adhere to Data Protection law.

How long we keep hold of information for

We only keep information for as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice. More detail can be found in our retention schedule.

Your Rights

You have rights under Data Protection and these are as detailed in the corporate notice and can be accessed on our [Data Protection - Rights Information page](#).