**Reasons/purposes for processing information**

We process personal information to enable us to provide a range of government services to local people and businesses which include:

•maintaining our own accounts and records

•supporting and managing our employees

•promoting the services we provide

•marketing our local tourism

•carrying out health and public awareness campaigns

•managing our property

•providing leisure and cultural services

•provision of education

•carrying out surveys

•administering the assessment and collection of taxes and other revenue including benefits and grants

•licensing and regulatory activities

•local fraud initiatives

•the provision of social services

•crime prevention and prosecution offenders including the use of CCTV

•corporate administration and all activities we are required to carry out as a data controller and public authority

•undertaking research

•the provision of all commercial services including the administration and enforcement of parking regulations and restrictions

•the provision of all non-commercial activities including refuse collections from residential properties,

•internal financial support and corporate functions

•managing archived records for historical and research reasons

•data matching under local and national fraud initiatives

**Type/Classes of information processed**

We process information relevant to the above reasons/purposes which may include:

•personal details

•family details

•lifestyle and social circumstances

•goods and services

•financial details

•employment and education details

•housing needs

•visual images, personal appearance and behaviour

•licenses or permits held

•student and pupil records

•business activities

•case file information

We also process sensitive classes of information that may include:

•physical or mental health details

•racial or ethnic origin

•trade union membership

•political affiliation

•political opinions

•offences (including alleged offences)

•religious or other beliefs of a similar nature

•criminal proceedings, outcomes and sentences

**Who information is processed about**

We process personal information about:

•customers

•suppliers

•staff, persons contracted to provide a service

•claimants

•complainants, enquirers or their representatives

•professional advisers and consultants

•students and pupils

•carers or representatives

•landlords

•recipients of benefits

•witnesses

•offenders and suspected offenders

•licence and permit holders

•traders and others subject to inspection

•people captured by CCTV images

•representatives of other organisations

**Who information may be shared with**

We sometimes need to share information with the individuals we process information about and other organisations. Where this is necessary we are required to comply with all aspects of the data protection act. What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with:

•customers

•family, associates or representatives of the person whose personal data we are processing

•current past and prospective employers

•healthcare, social and welfare organisations

•educators and examining bodies

•providers of goods and services

•financial organisations

•debt collection and tracing agencies

•private investigators

•service providers

•local and central government

•ombudsman and regulatory authorities

•press and the media

•professional advisers and consultants

•courts and tribunals

•trade unions

•political organisations

•professional advisers

•credit reference agencies

•professional bodies

•survey and research organisations

•police forces

•housing associations and landlords

•voluntary and charitable organisations

•religious organisations

•students and pupils including their relatives, guardians, carers or representatives

•data processors

•other police forces, non-home office police forces

•regulatory bodies

•courts, prisons

•customs and excise

•local and central government

•international law enforcement agencies and bodies

•security companies

•partner agencies, approved organisations and individuals working with the police,

•licensing authorities

•service providers

•press and the media

•healthcare professionals

•current past and prospective employers and examining bodies

•law enforcement and prosecuting authorities

•legal representatives, defence solicitors

•police complaints authority

•the disclosure and barring service

•healthcare professionals

**Consultancy and Advisory Services**

Information is processed for consultancy and advisory services that are offered. For this reason the information processed may include name, contact details, family details, financial details, and the goods and services provided. This information may be about customers and clients. Where necessary this information is shared with the data subject themselves, business associates and other professional advisers, current, past or prospective employers and service providers.

**Great North Care Record**

Newcastle City Council is a partner in the Great North Care Record (GNCR) which facilitates the sharing of your health and care record with GPs and NHS Trusts for direct care. Access to the different electronic record systems is managed through a secure third party, Cerner who control view access of any records held by the different organisations. All access is authorised and audited.

**How the NHS and Adult Social Care services use your information**

Newcastle City Council is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient or service user record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

•             improving the quality and standards of care provided

•             research into the development of new treatments

•             preventing illness and diseases

* monitoring safety

•             planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn’t needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters).  On this web page you will:

* See what is meant by confidential patient information
* Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
* Find out more about the benefits of sharing data
* Understand more about who uses the data
* Find out how your data is protected
* Be able to access the system to view, set or change your opt-out setting
* Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
* See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

[https://www.hra.nhs.uk/information-about-patients/](https://www.hra.nhs.uk/information-about-patients/%20) (which covers health and care research); and

<https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care. Newcastle City Council is compliant with the national data opt-out policy.