

Adult Social Care Privacy Notice

The London Borough of Camden collects, holds and uses a lot of information, including personal information about residents, people it provides services to, and other people such as carers. We do this so we can understand what you need and how to support you, and to comply with our legal duties as a Council.

The Council has a duty to the people who we hold information about. We follow strict rules and have controls in place on how your personal information is used. We must treat your information responsibly, keep it safe and secure, and use it correctly and proportionately. This does include sharing the data you have provided when we are required or permitted to do this.

This document is a privacy notice. It explains how and why we use any information we collect about you, how we may share your information, how long we keep your information and your rights.

Information we collect and use about you and what we use it for

When you contact Adult Social Care we collect and use your personal data. We may also collect some special category information. An explanation of personal and special category data can be found below.

Why we need this information

We need this information to do things like:

- Help us decide if you need any ongoing social care services;
- Use this information to meet and manage any ongoing social care needs;
- Check the quality of the services you receive;
- Investigate if we have concerns about your safety or you are reporting concerns about another person's safety;
- Look into complaints you have about your services;
- Keeping track of the spending on your services;
- Detect and prevent fraud or crime;
- Help with service delivery and planning, for example training of staff.

What is personal information?

Personal information can be anything that relates to a person or helps to identify a person. The types of personal data we will collect includes: name, date of birth, address, contact details, gender, NHS number, GP details. This is not a complete list. Further information on personal data can be found here: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/personal-information-what-is-it/what-is-personal-information-a-guide/>

What is special category data?

Some of your information is called 'special category data' because of its sensitivity, and therefore, it needs more protection. The types of special category data we collect may include: racial or ethnic origin, existing conditions such as physical or mental health details, religious or other similar beliefs, sensory needs registration, or criminal proceedings and outcomes. This is not a complete list. More information on special category data can be found here: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/special-category-data/what-is-special-category-data/>

The legal basis for collecting and using this information

We will use this personal and special category data to comply with our legal obligations and duties, and where it is necessary to protect individuals from harm or injury.

The legal basis under Article 6 (1) are:

(c) processing is necessary for compliance with a legal obligation
(e) processing is necessary for the performance of a task carried out in the public interest

In rare cases (a) the data subject has given consent

Or (d) processing is necessary in order to protect the vital interests of the data subject or of another natural person.

The legal basis under Article 9 (2) for special category data are:

(b) Employment, social security and social protection (if authorised by law) with the Data Protection Act 2018 Schedule 1 part 1 condition being para 2 health or social care purposes

(g) processing is necessary for reasons of substantial public interest with the Data Protection Act 2018 Schedule 2 Part 2 conditions being para 6 Statutory and government purposes, para 18 Safeguarding purposes, and para 19 Safeguarding the economic well-being of vulnerable adults with the underlying law for all being Care Act, Health and Safety at Work etc Act 1974 and Localism Act 2011;

(h) Health or social care with the Data Protection Act 2018 Schedule 1 part 1 condition being para 1 employment, social security and social protection with the underlying law being as above.

In rare cases (a) the data subject has given explicit consent

Or (c) processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent.

Criminal Offence Data: Criminal offence data will include any offence details given to us in respect of safeguarding matters and may include information about suspected offences. The article 10 requirements are met by the article 6 condition as for personal data above and the Data Protection Act conditions as for special category data.

What happens if you do not want to give this information

The information we collect is required in order to have a complete picture of your social care needs and allows us to better help you. You do not have to give us your information if you do not want to. However, if we do not have this information we may not be able to assess your needs or provide you with social care services.

If you are a Shared Lives accommodation provider and want to claim the council tax discount for this scheme then we will require you to provide council tax information from Camden or your local council if you live out of the borough, which we will verify with that council.

Other people may give us information

As part of the continuing efforts to keep you safe and living independently we may also receive personal information about you from others. This could include: family members and friends, NHS agencies (such as GPs or hospitals), commissioned

support providers, other local authorities, voluntary sector organisations and the Metropolitan Police and other public sector bodies.

The Adult Social Care Welfare Rights and WISH Plus services sit within Adult Social Care. People may choose to use these services. These are the legal basis these services rely on to collect and use your personal and special category data:

WISH Plus:

Personal data Article 6(1)(e) public task. Special Category data UK GDPR Art 9 condition Art 9(2)(b) Employment, social security and social protection (if authorised by law) with the Data Protection Act 2018 Schedule 1 part 1 condition being para 2 health or social care purposes, and DPA18 schedule condition Art 9(2) (g) Reasons of substantial public interest with the Data Protection Act 2018 Schedule 2 Part 2 conditions being para 6 Statutory and government purposes, with the underlying law being Children Acts, Care Act, Health and Safety at Work etc Act 1974 and Localism Act 2011; and 9(2) (h) Health or social care with the Data Protection Act 2018 Schedule 1 part 1 condition being para 1 employment, social security and social protection with the underlying law being as above.

Adult Social Care Welfare Rights:

For personal data the legal basis is article 6(1)(c) legal duty and (e) public task. For special category (sensitive) data it is 9(2)(b) Employment, social security and social protection (if authorised by law) with the Data Protection Act 2018 (DPA18) Schedule 1 Part 1 condition being para 1 Employment, social security and social protection; and article 9(2)(g) Reasons of substantial public interest (with a basis in law) with the DPA18 Schedule 1 Part 2 condition being para 6 Statutory and government purposes and the underlying law being Localism Act 2010, and para 18 safeguarding with the relevant law being the Children Acts and the Care Act 2014. We work within the legislative framework for social security benefits and appeals and follow guidance of Financial Conduct Authority when giving debt advice. Any criminal offence data processing is incidental and the article 10 requirements are met by the article 6 condition as for personal data and the Data Protection Act conditions as for special category data.

Adult Early Help:

The Adult Early Help pilot also sits within Adult Social Care.

The Council is testing a more preventative offer of support for adults in Camden. This is being done through an 18-month long pilot.

Co-Production: The offer will be co-produced by adults through a co-production group who will take part in regular workshop-style sessions and focus groups. The residents won't be supported by the pilot but will contribute through their participation. Personal and special category data will be collected, in alignment with the pilot's criteria. Personal data will be used for recruitment, determining eligibility, sending invitations to activities, and arranging compensation. Signed consent will be obtained from participants for both involvement and the sharing of outputs. We will keep participants informed about where project outputs are shared. Collected data will be securely stored in Excel spreadsheets within SharePoint folders, accessible only to authorised personnel via a secure Microsoft Teams channel.

Co-Production Retention Period: Personal and special category data will be retained for three years for evaluation and learning purposes, after which it will be permanently deleted. Project outputs will be stored for up to 10 years.

Pilot Evaluation: The pilot's effectiveness will be evaluated. Data will be collected through anonymous surveys, focus groups and qualitative interviews with staff and adults who provide consent. All collected data will be analysed and pseudonymised for confidentiality. Raw audio files and survey results will be securely stored in encrypted folders on SharePoint, with participants' identities protected using pseudonyms (e.g., "Participant 1"). Personal data for coordination will also be kept in an encrypted spreadsheet.

The staff and resident experience of the pilot will be documented through photography, video, and audio recordings of reflections and activities. Signed consent is obtained from participants to capture these recordings, with options for anonymity, such as blurring faces and distorting audio. This consent also covers public sharing of the documentation. All recordings are made using Camden-owned devices for enhanced security.

Pilot Evaluation Retention Period: Raw data is securely stored in encrypted OneDrive folders and will be retained for three years for evaluation purposes before permanent deletion, while edited outputs will be retained indefinitely. Participants will be informed about where video and audio outputs are shared.

Legal Basis for the Project (Co-Production and Evaluation): For data collection and documentation through audio and video recording the legal basis will be article 6(1)(a) consent and article 9(2)(a) explicit consent.

For all other processing the legal basis for personal data will be article 6(1)(e) (public task) and if, exceptionally, an interaction discloses a safeguarding issue it will be article 6(1)(c) legal duty. For special category data the legal basis will be article 9(2)(g) task in the public interest with the Data Protection Act 2018 Schedule 1 Part 2 condition being para 6 governmental purposes and para 18 safeguarding, with the underpinning law for both being the Care Acts, the Localism Act 2011 and the Equality Act 2011, and for safeguarding also the Children Acts and/or the Health and Safety at Work etc Act 1974; and 9(2) (2) (b) Employment, social security and social protection law with the Data Protection Act 2018 Schedule 1 Part 1 condition being para 1; and Article 9(2)(h) health and social care with the Data Protection Act 2018 Schedule 1 Part 1 condition being para 2.

Sharing Information - When Adult Social Care shares your information

The reasons we share your information

We may share your information with other council departments or third parties. Camden's policy is that all information will only be shared among council services and other agencies, such as health colleagues, where we have a legal power or duty to do this. In this way it should help to improve the service you receive from us, to communicate and provide other services that are appropriate to your needs, and to develop further services.

Council services

Examples of how we may share your information includes discussions in relation to any housing issues you may have or for central government, who collect anonymous data from councils to understand what the national picture is. We also do general data matching or data sharing in certain areas for the prevention or detection of crime. More information on council services and information sharing can be found on the council's privacy statement at <https://www.camden.gov.uk/data-protection-privacy-and-cookies>

Third Parties – sharing your information with organisations outside the Council

As part of meeting and managing your ongoing Adult Social Care needs, we may share your information with a number of organisations outside of the council. The organisations we share with depends on your social care needs. Examples include:

- Advocacy services
- Camden Carers Service
- Commissioned support providers such as domiciliary agencies
- NHS agencies, GPs and other health care providers
- The Police
- Other local authorities
- Councillors and MPs dealing with matters on your behalf
- Care Quality Commission (CQC) and the Local Government and Social Care Ombudsman (LGSCO)

Shared lives Camden will share data with and from the above as necessary, and also as necessary with and from:

- Mortgage providers
- Landlords
- People nominated as referee
- Training agencies
- Disclosure and Barring Service (DBS)
- In house finance teams
- Shared Lives Plus

WISH Plus uses the GOV.UK Notify service, to send letters, emails and text messages to residents. We use this service to invite residents to take part in surveys that help us improve the service. For more details see the <https://www.camden.gov.uk/data-protection-privacy-and-cookies>.

Data collected through the Council's adult care and support website, Camden Care Choices <https://camdencarechoices.camden.gov.uk> is processed by PPL (People Places Lives) who are commissioned by the Council to support and develop the website.

Please speak with your social care practitioner if you have any questions about the organisations we could share your information with.

We may also share your personal information to protect adults who are at immediate risk or if there is a serious risk to the public or council employees. This does not happen often and the risk must be serious enough for it to override your right to privacy, when there is an important reason that outweighs protecting your privacy.

If we do share your information, we will make sure we record what information we share and the reasons for doing this. If it is safe to do this, we will let you know what we have done and why we have done it.

The council has a number of Data Sharing Agreements with organisations such as the Police or the NHS to cover sharing that is regular or routine. Ones from 2021 can be accessed here https://opendata.camden.gov.uk/Your-Council/Data-Sharing-Agreements-DSAs-/5ict-9ee7/about_data

Client Level Data sharing with the NHS

Adult Social Care data are routinely shared with the NHS to enable the delivery of better, joined-up care to people who draw on care and support. This sharing is carried out via a national mandatory person-level data collection. This includes information about you and the interactions you have had with Adult Social Care. This is called the client level data (CLD) collection. These data are shared under powers conferred by sections 254(1) and 304(9), (10), (11) and (12) of the Health and Social Care Act 2012 and sections 13ZC and 272(7) and (8) of the National Health Service Act 2006. Full specification of the CLD collection can be found here: <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notice/secretary-of-state-directions/collection-of-client-level-adult-social-care-data-no-3>

London Care Record (LCR)

The LCR is a system which compiles data from Health and Social Care systems to give a more comprehensive summary of a person. The system is accessible to Social Care and Health Partners, e.g. GPs, Hospitals and the London Ambulance Service, and supports practitioners and clinicians to identify and deliver the most appropriate care and support. The following data is provided by Adult Social Care: address details; the date and outcome of a social care assessment completed within the last year; care package details, including type of services, dates, frequency and provider details; current communication needs and any agreed reasonable adjustments; contact information, including email address and phone numbers; basic demographic details; name and contact information where 'Next of kin' is recorded; flag to identify if there is an open Safeguarding Adults (Section 42) Enquiry; category of support reason, e.g. Physical Support, Learning Disability, Mental Health; name and contact information of current allocated worker.

Section 251: National Health Service Act 2006

An organisation may approach us to disclose your data if they have section 251 approval for research. The data would usually include something that identifies you and about the care you receive. The data collected will be used by the organisation for research and planning purposes, for example it could be used for improving care. You can stop your data being used in this way. [If you want to opt out of your data being used by organisations who have a Section 251 National Health Service Act 2006 approval](#) please contact camdencarechoices@camden.gov.uk or speak with your social care practitioner.

No Recourse to Public Funds (NRPF) Network

This is a network of local authorities and partner organisations focusing on the statutory duties to migrants with care needs who have no recourse to public funds. The NRPF Connect Database offers a secure mechanism for sharing data with the Home Office and local authorities when fulfilling statutory duties to families, vulnerable adults and children. More information on what information is shared, and why we share information, can be found here: <https://camdencarechoices.camden.gov.uk/care-and-support-rights/no-recourse-to-public-funds-network/>

Magic Notes by BEAM

Adult Social Care are undertaking a short trial of an Artificial Intelligence (AI) tool called Magic Notes by Beam. This will be used by social care practitioners to record conversations with residents, carers, provider staff and others involved in the delivery of services to residents. It will be on their work provided mobile phone. Conversations will be transcribed and summarised, and a list of actions created by a web app called Magic Notes that has been created by Beam. Using the transcription a Large Language Model will create a summary based on built-in prompts agreed with the Council. The prompts will be designed to extract the relevant parts of the conversation depending on the nature of the meeting. For more information, read the Magic Notes by BEAM privacy notice: <https://camdencarechoices.camden.gov.uk/care-and-support-rights/adult-social-care-use-of-beammagic-notes/>.

Lone Worker Device by Total Mobile

Adult Social Care are trialling the use of an electronic device for council staff who are required to work on their own when visiting residents and/or working within the community. The device enables the user to send and/or record their location using built in encrypted software, and if a member of staff has significant concerns that their personal safety is at risk they will enable audio recording and/or assistance alert to be sent, to summon assistance to their location. For more information, read the Lone Worker Device privacy notice: <https://camdencarechoices.camden.gov.uk/care-and-support-rights/adult-social-care-use-of-lone-worker-devices/>.

Consent to share information when no legal duty exists

If an external agency asks us to share any information that is sensitive and personal to you we will only do this if we can do so legally. If we want to share this information, as we feel it would help you, but there is no legal power or duty for us to share this information we will ask you first if you are happy for us to share your information.

Other important things to know about sharing

Adult Social Care will not transfer your personal data outside the European Union/European Economic Area.

Your personal data will not be used for automated decision making or profiling. Automated decision making is making a decision solely without any human involvement. Profiling can be part of an automated decision making process. It is where your personal data is used to evaluate certain things about you.

How long Adult Social Care keeps your personal data

We keep your personal data for no longer than reasonably necessary and in line with our corporate data retention schedule. The corporate data retention schedule is a list of specific categories of records and how long they should be kept. We will stop using your data after we no longer have a legal reason to use your information, which may be when your services have ended. If you would like to know more about how long we keep Adult Social Care records, please view the Council's retention schedule:

<https://www.camden.gov.uk/documents/20142/0/LBC+Retention+Schedule+and+Disposal+Policy+2021.pdf/>

Your information rights

The law also gives you a number of rights to control what and how we use your personal and special category information. If you would like more information on your rights and the exemptions, please see these websites:

- Camden Council <https://www.camden.gov.uk/your-rights>
- The Information Commissioners Office <https://ico.org.uk/for-the-public/>

The name and contact details of the Data Protection Officer

We have a Data Protection Officer who is a council staff member whose job it is to make sure we respect your rights and follow the law. Please contact Andrew Maughan, who is also the Council's Borough Solicitor, if you have any questions or concerns about how we use your information. Andrew can be contacted at dpo@camden.gov.uk.

Main contact details

Should you need them, the Council's main contact details are:
London Borough of Camden, 5 Pancras Square, London, N1C 4AG.
Telephone: 020 7974 4444
Website: <https://www.camden.gov.uk/contact-camden>

Your right to make a complaint

It would be helpful if you contacted us first at dpa@camden.gov.uk to see if we can resolve the problem.

You can also make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how the council has handled your personal data. You should contact our Data Protection Officer first to see if this will resolve the problem before going to the ICO. You can contact the ICO Monday to Friday 9am to 5pm at telephone: 0303 123 1113. Live chat and other information can be found on their website: <https://ico.org.uk/global/contact-us/contact-us-public/public-advice/>

Updating this Privacy Notice

We will update the Privacy Notice periodically. It was last updated in December 2025.