

### Why do you need my information?

You have asked us provide you with an ECC service so we need your completed application form in order to set up your card. Without this we will not be able to provide you with the service. We also need your information;

- To contact you when it is time for your annual update or if we require further information in the application process.
- To telephone your nominated contacts(s) when we are alerted of an emergency.
- If required to initiate your emergency plan and we are unable to reach your named contact(s), information will be passed to Cornwall Council's Adult or Children's social care teams to act upon as they deem appropriate.
- To assist in service planning.

### To be completed by the carer

I have read and understood the data statement above and would like to receive an ECC. I confirm that all information provided is truthful and accurate. The Council reserves the right to refuse or remove my information at any time including, but not limited to, when information is falsely provided or withheld.

Carer's signature\*

Name printed\*

Date\*

Please return this form to:

Cornwall Council, Family Information Service

39 Penwinnick Road, St Austell

Cornwall, PL25 5DR

For further information about how the ECC scheme works, please contact the Family Information Service on 0800 587 8191 or email [fis@cornwall.gov.uk](mailto:fis@cornwall.gov.uk).

Family Information Service



# Emergency Carer's Card

## Privacy Notice

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### Who will control my data?

The Data Controller for all the information you provide on this form is Cornwall Council, New County Hall, Treyew Road, Truro TR1 3AY.

Data Protection Registration Number: Z1745294

### There's something I don't understand

"If you need help in understanding or completing this form, please contact the Family Information Service on telephone number **0800 587 8191** or by emailing **fis@cornwall.gov.uk**"

### How we will use the information about you

The information you provide on this form will be used to provide you with the Emergency Carers Card (ECC) service.

### Who else will we share your information with?

We will only use this information in conjunction with your ECC application and related ECC services. We will share your information with;

- Cornwall Council's ALFI Lifeline, (ECC's out of hour's service).
- Adult or Children's Social Care team in the event that the nominated Emergency Carer(s) are unable to be contacted.
- Anonymised information may be shared with Cornwall Council's Children, Schools and Families directorate and Adult Social Care directorate in order to help improve services for Carers.
- Your data will be processed by a third party software contractor. Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice. Our software contractor will maintain the same levels of data security that the Council does which are set out in the contract we have with them.

### How long will you keep this information for?

Your information will be kept for 1 year after the activation date of the card, at which point you will be required to update your personal information. Failure to update this information will result in your ECC details being removed from our system.

### What are my data rights?

Your personal information belongs to you and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)
- withdraw your consent if you no longer wish us to process
- object to us using it in relation to a legal task or in the exercise of an official authority

### How do I exercise these rights?

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Data Protection Officer

Assurance, Cornwall Council, County Hall

Truro, TR1 3AY

**Tel:** 01872 326424

**Email:** [dpo@cornwall.gov.uk](mailto:dpo@cornwall.gov.uk)

### I don't agree with something

Our complaints team can be contacted via the following address:

Information Governance and Complaints Team

Adult Social Care, 1st Floor, East Wing, Cornwall Council

New County Hall, Truro, TR1 3AY

**Email:** [ascdpa@cornwall.gov.uk](mailto:ascdpa@cornwall.gov.uk)

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office Tel No. 0303 123 1113 <https://ico.org.uk/concerns/>