

When you give us your information we want you to understand what we do with it, this Privacy Promise tells you all about why we need your information, how we look after it, and what we do with it.



## Why and how we use your data:

We're here to help you get support, in order to do this we need to record information about you based on what you tell us. The information helps us know what support you need, keep track of the support we have given you and how this has helped you. You can receive this support directly from Live Well Kent but sometimes we might be able to let you know of other organisations which can also help. These could be other services run by Porchlight, or external services who are specialists in areas where you might need support.

We may sometimes receive information about you from other people who are helping you. Where this happens we will check what they have told us with you to make sure it's correct. We will always ask for your consent if we have to ask for your information from other organisations, or if other organisations ask us to share your information with them.

We use your information anonymously for reporting so that we can see if lots of people have the same issues which helps us to make our services better. We are contractually required to keep a record of everyone we work with for up to 12 years after the end of the LWK service, but if you've been in care we will keep this longer as the law says we must keep this until your 75th birthday.



## Where we keep your data:

We keep what you tell us safe in a secure database called Salesforce which is protected so that only people who are allowed to can see your records.



## Your rights:

You can ask us to see what information we have about you, you can ask us to correct any information that is wrong or to delete information if you don't want us to keep it. If you would like to exercise these rights please speak to your support worker.



## The legal basis for processing your data and consequences of not providing it:

The law sets out that we must have a legal basis for using your information. We use "legitimate interests" so we can use your information to provide an effective service which is suitable to your needs and is safe for you and your support worker. If you don't want us to have your information then we may be limited in how we can help you.

## Categories and recipients of data:



We collect different types of information based on the service that you are part of and the paperwork that you are completing. We collect personal information such your name, date of birth, address and contact details, but we can also record sensitive personal information such as your ethnicity, religion, sexual orientation or other things that tell us more about you. You can see all the types of information we collect online and your support worker can tell you more about these:

<https://www.kent.gov.uk/about-the-council/contact-us/access-to-information/gdpr-privacy-notices/adult-social-care-and-health/general-notice-to-cover-adult-social-care-and-health>

We share information with the organisations that fund our services so that they can see the impact of the work we do and can check the quality of the services we provide.

We will not share what you tell us without consent unless we believe you or someone else might be in danger, or if there is a legal requirement for us to share it. We will always think very carefully if we believe we have to break confidentiality and we will tell you if we have to do this.



## Supervisory authority and data controller:

Kent County Council are registered with the Information Commissioners Office and can be found on their register of data controllers with the reference Z5297748. Kent County Council are the data controller for the support service you are accessing. You can contact their Data Protection Officer by writing to Sessions House, County Hall, Maidstone, Kent ME14 1XQ, or by email to [dpo@kent.gov.uk](mailto:dpo@kent.gov.uk)



## Transfer of data:

Another legal requirement is around where we keep our information, all our information is stored within the European Union (EU), and if we had to send any information outside the EU it would be done in a secure way where there is an agreement in place with the country the information is being sent to.



## Automated decision making:

Our database can carry out "automated decision making". An example is where it can automatically tell us the nearest support service to you. The automated decisions are based on information entered manually by our staff and they can change the result if they need to.

Name:  
(Please print)

Signature:

Date: