



Coronavirus (Covid-19) Privacy Notice

Hart District Council (the Council) is working collaboratively with Hampshire County Council, Hart Voluntary Action, the Parish Councils as well as volunteers who are helping to deliver the vulnerable persons' service. This Local Resource Centre (LRC) function will be delivered as Hart Response Hub (HRH). This means that the Council will need to receive and share personal information about the Council's residents. In relation to the coronavirus pandemic, this privacy notice explains what personal data the Council (as a Data Controller) will be processing and how it will be used, what legal bases the Council has for processing your personal data, who it may be shared with, volunteers and how long it will be kept.

What personal data the Council will be processing and how it will be used

The Council already holds data regarding tenants, employees and stakeholders.

Please see the [Council's overarching privacy notice](#) for more details.

You may have provided this information for a specific reason and normally the Council would seek to inform you that the data provided would be being used for a different purpose. However, due to the rapidly emerging situation regarding the current pandemic, this will not always be possible.

If the Council already holds information regarding vulnerability as defined in the current guidance from the government and Public Health England, it may share this for emergency planning purposes or to protect your vital interests by sharing with services both inside and outside the Council.

The kind of personal information the Council may process includes:

- Name
- Age
- Address
- Contact details (e-mail, phone number, mobile number and social media contacts)
- Contact details of individuals referring a friend or relative to the Covid-19 crisis support
- Vulnerability to Covid-19 as a result of having certain medical conditions
- The type of assistance required during the Covid-19 crisis (including whether essential supplies need to be delivered, dietary requirements, family circumstances, pets etc.)

- Notes e.g. ad-hoc notes (e.g. income and financial circumstances, medication etc.)
- Contact details of friends/family/next of kin
- NHS number

The Council may also process special category data around health and care needs (including medical conditions, details of disabilities, mental health conditions etc.). This is to help the Council assist you and prioritise its services. If the Council has information indicating that you are vulnerable in the current pandemic, it may contact you to ensure your safety and to assist you where possible.

The Council will use the information it collects to deliver a number of services which may include:

- Buying and delivering food and other essential items;
- Picking up prescription medicine;
- Access to basic care needs.

This list may change depending on the needs of the response efforts, however any use of data will be proportionate and necessary for the delivery of those efforts.

The information the Council has collected is recorded in paper files, in databases and in electronic folders on the Council's secure networks where it is accessible only to staff who need to see it in order to deliver services to support the Council's work around Covid-19.

Legal bases for processing your personal data

The Council will process your personal data for specific reasons during the coronavirus outbreak and below is the list of legal provisions under which it will do so:

- where processing is in the vital interests of yourself or another person (Article 6(1)(d) GDPR);
- where processing is necessary for the performance of a task carried out in the public interest (Article 6(1)(e) GDPR);
- where processing is necessary for the reasons of substantial public interest (Article 9(2)(g) GDPR);
- where processing is in the interest of public health (Article 9(2)(i) GDPR).

Sharing your personal data

In this current pandemic, the Council may share your personal data internally with various departments of the Council and externally, but only where it is necessary and proportionate to deliver care and support. The Council will share information with and receive information from the following:

- Hampshire County Council
- Hart Voluntary Action
- Hart Response Hub volunteers

- IsPrepared (Covid-19 Community Response Software)
- Blackwater and Hawley Town Council
- Church Crookham Parish Council
- Crondall Parish Council
- Crookham Village Parish Council
- Elvetham Heath Parish Council
- Fleet Town Council
- Hook Parish Council
- Odiham Parish Council
- South Warnborough Parish Council
- Yateley Town Council
- Dogmersfield Parish Council
- Pipe Media Design Limited

This is not an exhaustive list and may change as the situation does.

Volunteers

If you have volunteered to help the Council and become part of the Hart Response Hub, then the Council will collect, use and store personal information about you. This will be your name, address, contact details (e-mail address, phone number, mobile number and social media contacts), date of birth/age, gender, driving licence held or not, DBS check details (if applicable) and notes (e.g. ad-hoc notes about employment status, previous experience, details of any physical or mental health conditions etc.) to enable the Council to make best use of you. The Council may share your information with various departments of the Council and Hart Voluntary Action if you are going to be working for them. Any information you provide will only be used for the purposes of the response to Covid-19.

How long the Council will keep your personal data

The information which the Council already has will be kept in line with its [Retention and Disposal Schedule](#).

The Council will be collecting new information directly as a result of the current situation. There is a limited period of time for which the Council will keep the information collected specifically for the response to the coronavirus pandemic. As the Council does not yet know how long the situation or response will last, the requirement to keep information will be kept under review. Any information retained with consent may need to be deleted if consent is withdrawn.

Where the Council does not need to continue to process your personal data, it will be securely destroyed.

Complaints or queries

The Council try to meet the highest standards when collecting and using personal data. For this reason, the Council takes any complaints it receives about this very seriously. The Council encourages people to bring it to its attention if they think that

the Council's collection or use of your personal data is unfair, misleading or inappropriate.

If you have any concerns, questions or comments please e-mail the Council's Data Protection Officer data.protection@hart.gov.uk

If having exhausted the complaints procedure you are not content that your request or review has been dealt with correctly, you can appeal to the Information Commissioner's Office to investigate the matter further by writing to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF