

# Here2Help Community Services Directory Privacy Notice

Version 1.0

This privacy notice applies to the Here2Help Community Services Directory provided by Worcestershire County Council to enable residents and organisations within Worcestershire to access information about local services from one location. This notice should be read in addition to Worcestershire County Council's [Full Privacy Notice](#).

The privacy notice will cover:

- [Purpose for processing](#)
- [Personal information collected and lawful basis](#)
- [Who we may share your information with](#)
- [How long we will hold your information](#)
- [Marketing permissions](#)
- [Your information rights](#)

## Purpose for processing

Worcestershire County Council will collect and use your personal information in order to include your details in the directory. The directory will help individuals search a wide range of services and support offered by charities, community groups, businesses, public sector and other organisations in their local area and across the whole of Worcestershire.

The council will collect and use your personal information in order to:

- Empower and enable residents to make their own choices and find their own solutions
- Enable Here2Help advisers and partner agencies to signpost service users to the services provided by your organisation
- Enable Here2Help advisers and partner agencies to make referrals to your organisation
- Help people to connect with their communities
- Provide information that is easily accessible

We will periodically check with you that the details we hold about your organisation, including your contact details and the services you are able to offer are still accurate

## **Personal information collected and lawful basis**

The Council will collect only the personal information we need to facilitate this service. We will collect or process:

- Your name
- Details of your organisation and the support or resources you can offer
- Your contact details (email address, phone number)
- Your address and postcode

The legal bases for processing this personal information are:

- Task in the public interest under the official authority of the Controller
- Consent of the individuals

## **Who we may share your information with**

We may need to share the personal information you have given to us, or we've collected about you with partner organisations and other third parties where relevant. These include but are not limited to:

- If you agree, your details will be included on our public-facing Here2Help Community Services Directory website and available to members of the public.
- Other Councils if they may be able to utilise the help or support your organisation is able to provide
- Voluntary, community, charity organisations or businesses if they may be able to utilise the help or support your organisation is able to provide
- NHS services if they may be able to utilise the help or support your organisation is able to provide

Information will only ever be shared when it is strictly necessary to help us effectively connect residents and service users with help and support they may need, and you may have the right to refuse. We will not pass it onto any other parties unless required to do so by law or in all reasonable circumstances the disclosure is fair and warranted for the purposes of processing or subject to a data protection exemption.

We have specific data sharing agreements in place with local agencies and sometimes the law requires that we may have to pass your details on to a third party, for example, to prevent crime.

## **How long we will hold your information**

We will hold personal data only for as long as necessary for the purposes it has been collected for. More information about our retention periods can be found in our [summary Disposal Schedule](#).

Please note that any stated retention periods may be subject to any legal holds imposed under the Inquiries Act 2005 that may concern the information and override standard retention periods.

## Your information rights

You are entitled to a copy, or a description, of the personal data we hold that relates to you, subject to lawful restrictions. Please go to our [Make a Data Protection Request webpage](#) to find out how to make a request.

You may be entitled to rectification, restriction, objection, and erasure of your personal information depending on the service and legal basis. Please contact [dataprotection@worcestershire.gov.uk](mailto:dataprotection@worcestershire.gov.uk) to exercise these Information Rights or call the main Worcestershire County Council contact telephone number of **01905 765765**.

If you no longer want your organisation to be listed or included on the Here2Help Community Services Directory, or you wish to update your details please contact [h2hoffertohelp@worcestershire.gov.uk](mailto:h2hoffertohelp@worcestershire.gov.uk)

Please see our overarching Privacy Notice (<http://www.worcestershire.gov.uk/privacy>) for further contact details and if you have a complaint about your information rights.

## Marketing Preferences

We may wish to send you news bulletins and information about services and products of ours and other organisations we partner with which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. If you are already subscribed for marketing purposes and wish to no longer be contacted, please contact [h2hoffertohelp@worcestershire.gov.uk](mailto:h2hoffertohelp@worcestershire.gov.uk)

## Changes to this notice

We keep this Privacy Notice under regular review, and we will place any updates on this web page. This Notice was last updated on 2<sup>nd</sup> November 2022.