

Your Personal Information and how we use it.

Sunderland City Council needs to collect information about you to help us to investigate any concerns raised, and to ensure your safety and wellbeing.

We will only use information collected lawfully in accordance with the General Data Protection Regulation (GDPR) and future UK Data Protection legislation.

We will not use any information we hold about you for any purpose other than that for which it was collected, unless we have obtained your consent beforehand.

What information do we collect?

We collect information about you when a concern is raised. This enables us to investigate and provide the appropriate support required, and to ensure your safety and wellbeing. This information may be recorded in writing, or electronically on a computer, or a mixture of both.

The type of personal information we will collect:-

- Personal information (such as name and address)
- Any relevant health conditions
- Information that you wish to share with us about your life and personal circumstances should they be related to, or affected by, the concern raised

How is the information we collect used to help you?

The information we collect may be used to help you in the following ways:

- Professionals need accurate information in order to investigate any concerns raised, and to plan and deliver any appropriate measures or support
- To assess the type and quality of our investigations and outcomes
- To safeguard you
- To address any complaints if you are unhappy with the way a concern is being investigated

Do we share information about you with anyone?

There are times when it will be appropriate for us to share relevant information with other agencies to help us work together for your benefit. We may share your information with the following main partners, and they may share it with us to investigate and address your concerns:

- GPs
- NHS
- Landlords/RSLs
- Northumbria Police

- Other Local Authority Teams (e.g. youth offending)
- The Probation Service
- Together North East
- Children and Adult's Safeguarding
- Fire Service

We do not share information about you with anyone without your consent unless the law requires or allows us to do so. We will always seek your positive consent to share information if there is no legal basis to share.

In all cases where we must pass on information, we will only share the minimum amount of information required and will use the most secure method to transfer; wherever possible data will be pseudonymised (i.e. does not identify you personally) or encrypted.

The lawful basis on which we use this information

We need to collect and use your personal data in order to comply with the relevant legislation. This legislation includes the:

- ASB, Crime & Policing Act 2014 as amended (& statutory guidance)
- Crime & Disorder Act 1998

Our lawful basis for processing is therefore as we have a statutory obligation as defined by Article 6(1)(c) of the General Data Protection Regulation (GDPR).

“Some of the information we need to hold is classed as special category information - such as any health conditions. Our lawful basis for processing this data is provided by Article 9(2)(a) of GDPR - you provide us with consent to process this information when we undertake an investigation.

How we look after your information

All information is held securely with physical, organisational and electronic access controls to ensure it is secure both at rest and when in transit.

How long we will look after your information

We will keep information in line with Sunderland City Council's [Retention Schedule](#) for Anti-Social Behaviour, and we will only keep it as long as we need it. When we no longer need your information it will be destroyed securely by deletion of electronic records and shredding of paper files.

Requesting access to your personal data

You can find out if we hold any personal information about you by making a 'subject access request' under the General Data Protection Regulation.

In addition, you have the right to request the rectification or erasure of your personal data, and to object to, or request restriction of, processing your data.

If you have any concern about the way we are collecting or using your personal information, we request that you raise your concern with us in the first instance.

Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Further information

<https://www.sunderland.gov.uk/information-charter>
<https://www.sunderland.gov.uk/data-protection>

Contact Us

Data Protection Officer
Sunderland City Council
Civic Centre
Sunderland
SR2 7DN

Email: Data.Protection@sunderland.gov.uk

Tel: 0191 5205555