

## Privacy Notice – Covid 19 Eastleigh Response Centre

This notice sets out how Eastleigh Borough Council (EBC) uses and protects any information that you give for either becoming a volunteer to support vulnerable people during the Covid 19 crisis or managing your request for support during the crisis.

Eastleigh Borough Council (EBC) is committed to protecting and respecting the privacy of your personal data. As a registered Data Controller (Reg. no. Z7118863), we comply with the General Data Protection Regulations 2018 (GDPR). Our full privacy notice can be found at [www.eastleigh.gov.uk/privacy](http://www.eastleigh.gov.uk/privacy).

### Why do we need your personal information?

Category of personal data we may request includes:	Purpose of requesting information
<p><b>Volunteers:</b></p> <ul style="list-style-type: none"> <li>• Name, address, email address, telephone number, other contact details</li> <li>• Whether you are 18 or over</li> <li>• Whether or not you hold a driving licence</li> <li>• Whether or not you hold a DBS check</li> <li>• The type of assistance you can offer vulnerable individuals during the Covid 19 crisis</li> </ul>	<ul style="list-style-type: none"> <li>• To match your offer of assistance with vulnerable individuals in the Eastleigh Borough who require the relevant type of assistance during the Covid 19 crisis</li> <li>• To build a database of volunteers who are prepared to help vulnerable individuals during the Covid 19 crisis in response to the various effects the crisis has on individual's ability to move around, or to care for themselves.</li> </ul>
<p><b>Customers:</b></p> <ul style="list-style-type: none"> <li>• Name, address, email address, telephone number, other contact details</li> <li>• Whether or not you are providing details on behalf of another</li> <li>• Whether or not you have received a letter from the NHS asking you to self-isolate for 12 weeks</li> <li>• The type of assistance you require during the Covid 19 crisis (which could include health information, information about your family and family circumstances, dietary requirements, shopping habits, whether you have pets)</li> </ul>	<ul style="list-style-type: none"> <li>• To match your requirement for assistance with volunteers offering to provide the relevant assistance you require, during the Covid 19 crisis</li> <li>• To build a database of vulnerable individuals, and the type of assistance in response to, and in order to mitigate the effects of, the Covid 19 crisis.</li> </ul>
<p>Who we may share your data with includes but is not limited to:</p>	<ul style="list-style-type: none"> <li>• Customer Services</li> <li>• Case Managers</li> <li>• Legal</li> </ul>

	<ul style="list-style-type: none"> <li>• other relevant departments (council tax and housing) and government agencies (HM courts and tribunal service)</li> <li>• Finance</li> <li>• Internal and External auditors</li> <li>• Voluntary organisations, charities and volunteers who are assisting or offering assistance to vulnerable persons as a response to the Covid 19 crisis</li> </ul>
Lawful basis for using your personal data:	<ul style="list-style-type: none"> <li>• Article 6 (1) (e) – Public task</li> </ul>
Lawful basis for using your special personal data	<ul style="list-style-type: none"> <li>• Article 9 (2) (g) – Substantial Public Interest</li> </ul>

## Who we might share your information with

Your personal information will be treated as confidential, but it may be shared with other Council services in order to provide services, meet our legal obligations as a Local Authority, ensure our records are accurate and up-to-date and improve the standard of the services we deliver. It may also be shared with external organisations involved in delivering services on our behalf where the Council has a lawful basis to do so. We will only use your information in ways which are permitted by the General Data Protection Regulation and the UK Data Protection law.

- The Council has a duty to protect the public funds it administers and may use the information you have provided or share it with other bodies for the purpose of preventing and detecting fraud. This includes participation in the Cabinet Office [National Fraud Initiative](#).
- We will NOT use your personal data for marketing products or services.

## How long we keep your data

We retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements, or to fulfil statutory obligations. Full information regarding retention periods for the different types of data can be found on our website in our [retention and disposal](#) schedule.

## Data Protection Officer

If you wish to ask us anything about data protection, ask for a copy of your data or you have a complaint about how we have used or looked after your data, you can contact our Data Protection Officer at:

Data Protection Officer  
Eastleigh Borough Council  
Eastleigh House  
Upper Market Street  
Eastleigh SO50 9YN  
Email: [DP@eastleigh.gov.uk](mailto:DP@eastleigh.gov.uk)

For more information on Data Protection in general, or if you wish to make a complaint relating to how your personal data has been used, please contact:

The Office of the Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AX

Website: [www.ico.org.uk](http://www.ico.org.uk)

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)