

Privacy Policy

Careline

Borough Council of King's Lynn and West Norfolk ("The Council") takes the safety of your personal information very seriously and will only ever process your information in accordance with the law, this includes the General Data Protection Regulations and any other relevant legislation.

You have a right to know how the Council processes your data and the purpose of that processing.

In relation to the Careline team, your data and personal information will be processed in accordance with the following:

The reasons we use your data

The Council may use your data for any of the following purposes:

1. **Statutory requirements i.e. reporting to Government**
2. **Financial transactions**
3. **Prevention and detection of crime**
4. **Equality monitoring**
5. **Service delivery**
6. **Service improvement and planning**
7. **Research purposes including consultations**

Why we are allowed to use your data

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. **The Housing Grants, Construction and Regeneration Act 1996**
2. **Disables Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008**
3. **The Localism Act 2011**
4. **The Equality Act 2010**

In some instances, the Council may use your express consent as a means of processing your personal data. The Council will always ask for your permission before doing so.

Who we can share your data with

In some circumstances, it will be necessary to share your information with other departments of the Council or with external third parties, these are:

1. **Police & Fire Authority**
2. **Health & Social Care Agencies**

3. Judicial agencies such as the courts
4. Other Local Authorities
5. Immigration Service
6. Government Departments such as HMRC, DWP etc.
7. Other departments within the Council
8. Contractors providing services on behalf of the Council
9. Charitable organisations
10. The Land Registry

When your data gets sent abroad

We do not envisage that any data will be sent abroad.

When Computers make any automated decisions about you

We do not believe that this is applicable.

If you wish to see more information about the way in which the Council uses your data, you can access our [Corporate Privacy Policy](#) and our [Data Protection Policy](#).