

## Exeter City Council – Exeter Community Wellbeing

### **How we use your personal information**

We have set up **Exeter Community Wellbeing** to assist individuals and community groups to help and support each other during the Coronavirus emergency. This includes individuals who have been identified as extremely vulnerable or vulnerable.

We have online and telephone hotlines so we can gather information from people and organisations who want to offer their help and provide support to the community response.

We also provide support to those individuals who have requested it or have been identified as extremely vulnerable and vulnerable.

In accordance with the Data Protection Act 2018, our legal basis for processing this information is to undertake a public task which is in the public interest.

### **What we will do with it**

Any personal information provided will only be used for the purpose of assisting individuals and community groups to help and support each other during the Coronavirus emergency. In order to ensure that you are provided with the appropriate assistance we may need to share your personal information with the following organisations or community groups as detailed below.

#### ***Individuals seeking support***

We will share information about anyone who is shielding with the Exeter Community Football trust to enable to delivery of support packages. This will only be a name and address.

We will share information about vulnerable people with the Department of Environment, Food and Rural Affairs (Defra) to enable the prioritisation of grocery delivery slots with local supermarkets. For more information about how Defra will use your information, please refer to [their privacy notice](#).

We may share information about individuals requiring help and support with local community support groups and partners. Details can be found below.

#### ***Individuals or groups wishing to volunteer***

We may share information about people or groups that want to volunteer with local community support groups and partners. Details can be found below.

### **Exeter Community Wellbeing – Local Community Support Groups and Partners**

#### **Local Support Groups**

Cranbrook Team  
Mincinglake/Whipton (Beacon Centre)  
Newcourt Community Association  
Newtown Assist Group



Pennsylvania Good Neighbour Group  
Pinhoe Support Group  
St David's Community Support Group  
St James Support Group  
St Leonards Neighbourhood Association  
St Thomas Exeter Community Support

### **Community Builders**

#### **Organisations**

Exeter League of Friends  
Exeter City Community Trust  
University Support Line

#### **Exeter Community Wellbeing Partners**

Devon Community Foundation  
Exeter Co-Lab  
Exeter Community Initiatives  
Westbank  
Age UK

### **How long will we keep your information?**

We will keep your information for 6 months from the date when the coronavirus support element of Exeter Community Wellbeing is no longer required. At this point, your personal information will be securely disposed of.

If at any point you change your mind and want your information deleted before this time, then contact us at [wellbeing@exeter.gov.uk](mailto:wellbeing@exeter.gov.uk)

### **How will we keep your information secure?**

Your information will be stored on password protected databases held on secure servers.

### **What are your rights?**

You can make a request to access the information we hold about you by making a request to our Data Protection Officer. If at any point you believe the information we hold on you is incorrect you can request to have it corrected or deleted. If you wish to raise a complaint about how we have handled your personal information, you can contact our Data Protection Officer who will investigate the matter.

If you are not satisfied with our response you can complain to the Information Commissioner's Office.

You can contact our Data Protection Officer as follows:

Email: [data.protection@exeter.gov.uk](mailto:data.protection@exeter.gov.uk)

Tel: 01392 256257



Write to:      Data Protection Officer  
                     Executive Support Unit  
                     Exeter City Council  
                     Civic Centre  
                     Exeter    EX1 1JN