



Reference: FOI1392

Request:

We are keen to understand to what extent and how payment cards are used for adults receiving for social care.

Who is the data controller for personal data relating to payment cards? If it is the card provider, is there a contract in place covering this data processing?

North Tyneside Council

Who has access to the data?

NTC Staff, Card Provider, Clients who manage their own finances

What data protection training have these staff had?

NTC staff received in house GDPR training and we are only responsible for NTC staff.

What organisational measures – policies and procedures etc. - are in place to ensure that data is kept safe and not accessed by anyone without authorization? - Please provide a copy of any written policies and procedures.

Each user has their own login and password; this is secure for authorised staff only. North Tyneside Council have data governance procedures available to view on our website: https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/Full%20Privacy%20Notice%20final_.pdf

Have payment card users been asked to sign a privacy notice? - What formats is the privacy notice available in? - Please provide a copy of the privacy notice.

Not required

What steps have been taken to keep payment card data secure?

GDPR agreement with our card provider, secure portal and authorised access to specific staff.

What protections are in place to guard against fraud?

Regular audits carried out and checks by our card company

How is the cardholders information (including information as to the account holder as well as any purchases) stored?

All data is stored electronically and for authorised staff only.

What technical and organisational measures are in place in respect of the payment card platforms and any associated network and information systems, e.g. to prevent cyber-attacks?

Secure platform and regular security updates

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What action is taken in the event of a data breach?

Card provider to liaise with NTC

What arrangements are in place to enable access to funds in the event of a system failure?

We have a contingency arrangement in place to ensure clients have access to their money if required.

Have you carried out a Data Protection Impact Assessment?

NTC has a data protection audit that covers financial assessment.

What risks have you identified? And what mitigating action are you taking?

N/A

If you have identified any high level risks that you are unable to mitigate what action are you taking as a result?

N/A

What processing operations do you actually carry out on the personal data collected?

Personal data is stored on their council file for audit purposes.

Who reviews the data and how often?

Annual audits and 2 yearly reviews of accounts are carried out

Are reviews ad hoc or routine? · If ad hoc, what triggers a review.

Yearly

Are card holders notified of a review?

All direct payment contracts have a clause to advise that audits will be carried out. For our Court of Protection clients (appointees and deputies) we regularly review their finances.

Which organisations, if any, is this data shared with?

N/A

Have you drawn up an Information Sharing Agreement (ISA) to govern this sharing activity?

Yes