

Privacy Notice – Community Link Worker Service



Date notice written: January 2026

Why is this information being processed?

The information provided by you will be used by Perth and Kinross Council to help provide information and ideas about opportunities that are available to you in your local area. Community Link Workers provide signposting and advice to help you to make connections in your local area which are recognised to benefit your overall health and wellbeing.

Community Link Working is also a health pathway that enable GPs and other primary care professionals to refer patients to non-clinical support and activities within their local community.

If you choose to accept a Community Link Worker referral, or self-refer, you will enter some details into a Microsoft form relating to your circumstances. If you are eligible for our service, you will enter some personal details (full name, date of birth (optional), address (optional), telephone number (optional), email address (optional), a secondary contact (optional), and details of your goals) so the team can arrange an appointment with you to confirm this.

Who is processing this information?

The personal information you have provided will be processed by Perth and Kinross Council, Council Building, 2 High Street, Perth, PH1 5PH. Email Enquiries@pkc.gov.uk or telephone 01738 475000.

Why is it lawful for the Council to process this information?

The Council is permitted to process your personal data in this way because it's necessary for us to do so in order to provide a service that's in the public interest.

The Local Government in Scotland Act 2003 gives local authorities the power to do anything which they consider is likely to improve its area and persons within that area; the service provided by Community Link Workers falls within the scope of this Power to Promote Wellbeing.

Formally, the processing of personal data provided to us for this purpose satisfies Article 6 (e) of the UK General Data Protection Regulation - *Processing shall be lawful...to the extent that processing is necessary for the performance of a task carried out in the public interest.*

Will any sensitive personal information (Special Category Data or information about criminal convictions etc) be processed?



Yes. Some of the information processed may be particularly sensitive, such as details of medical conditions.

If so, why is it lawful for the Council to process this information?

The Council is allowed to process Special Category Data in relation to individuals involved with Community Link Workers because there is a substantial public interest in providing advice and support where it's appropriate to do so. Formally the processing of Special Category Data provided to us for this purpose satisfies Article 9 (g) of the UK General Data Protection Regulation, - *Processing is necessary for reasons of substantial public interest* -with reference to Schedule 1, Section 17 (1)(a) of the Data Protection Act 2018 *...if the processing is necessary for the provision of confidential counselling, advice or support or of another similar service provided confidentially.*

Will this information be shared?

Because you are taking part in the Community Link Worker programme we may, with your agreement share your details with other organisations who can offer you appropriate support.

Your personal information may also be disclosed to third parties if it's necessary for us to do so in order to verify its accuracy, prevent or detect crime, protect public funds or where required by law.

The Council may check information provided by you, or information about you provided by a third party, with other information held by us.

How long will this information be kept for?

Personal information held on Perth and Kinross Council systems in relation to Community Link Working will be kept for five years after the last action taken to support an individual. After this it is deleted.

If an adult dies any information held by the Council about Community Link Worker support they've been offered will be deleted three years after their death.

Personal information rights

Individuals have rights in relation to the information the Council holds about them, including the right to request a copy of their information. You can find out more about your [personal information rights](#) on our website or by contacting the Council's Information Governance Team at the address below.

Data Protection Officer

The Council has a Data Protection Officer who you can contact in the first instance if you have any questions or complaints about how we are processing your personal information.

Please contact by writing to the Data Protection Officer, Perth and Kinross Council, Council Building, 2 High Street, Perth, PH1 5PH, by emailing DataProtection@pkc.gov.uk or by telephoning 01738 475444.

Information Commissioner's Office

If you want to complain about how the Council has processed your information you have the right to contact the [Information Commissioner's Office](#) via their website or by telephoning 0303 123 1113.

Information Governance Team

If you have any questions about how the Council processes your information, or if you would like a copy of this notice in another language or format, please contact the Information Governance Team:

Information Governance
Legal and Governance Services
2 High Street
Perth
PH1 5PH



Email DataProtection@pkc.gov.uk

Telephone 01738 477933