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| |  | | --- | |  | | |  |  | | --- | --- | |  |  | | |  |  | |  | | --- | | About your Family Details and Consent to Information Sharing | |  | | Information for families who use Children and Young People’s Services in Buckinghamshire | |

**What should I do if I am not happy?**

We recommend that in the first instance you speak with your Social Worker, who will be able to explain in further detail why it is important we collect your information and share this with relevant organisations.

If you are still unhappy with how Buckinghamshire Council manage your information, you can contact the Data Protection Officer at Buckinghamshire Council, or appeal to the Information Commissioner. You can do this either by phoning their Enquiry and Information Team on **01625 545 745**, or writing to them at:

Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow, Cheshire

SK9 5AF

To find out more about the Information Commission, visit their website at **www.ico.gov.uk**

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| **Why are records kept?**  If you or a member of your family have been referred to us, are being assessed by us, or are receiving services we have provided or arranged, we are obliged under the Children’s Act 1989 to keep a confidential record of this on a secure Children’s Social Care computer system.  We use your record to:   * Inform our assessment. * Make decisions about your care and support. * Work effectively with other professionals who provide you with support.   Records are kept of all individuals involved in the assessment and services provided, including siblings, grandparents, and any other significant people. |  |  | **For further information**  For further information on privacy and data use, please visit the following websites:  [**https://www.buckinghamshire.gov.uk/your-council/privacy/privacy-policy/**](https://www.buckinghamshire.gov.uk/your-council/privacy/privacy-policy/)  **https://www..gov.uk/your-council/privacy/privacy-and-children-and-young-people/**  **How can I see my information?**  You can request to see information about you or someone you care for, and ask for copies of your personal information, by visiting:  **https://www.buckinghamshire.gov.uk/your-council/requesting-information-council/find-out-what-data-we-have-about-you-or-someone-you-care/** |
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| **Can I see my information?**  Under the Data Protection Act 2018 you have the right to be provided the information that is held (although not necessarily documentation). The Act does allow Children’s Services to withhold some information in the following circumstances:   * If the information would seriously harm you, or someone else’s, physical or mental/emotional health. * If revealing the information would impact upon a criminal investigation.   It may not be possible to see information that other organisations have provided to us, unless they agree we can release that information to you. You may have to contact them directly to see this information. |  |  | **We need to know**:   * About you, your family, and your circumstances. This is obtained through the **Family Details** form. * About your school, health, and other relevant organisations you are involved with. This is obtained through the **Information Sharing Consent** form. * Which services would best suit your needs.   Because we gather information about your family and your circumstances, a case record in the name of one person may also contain personal information about other members of the family. |
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**Is my information shared with anyone else?**

The Children Act 1989 and Working Together to Safeguard Children 2018 state that we must share information with other professionals, so that we can achieve the best outcomes for you and your family.

It is important to realise that while we keep your information confidential, Buckinghamshire Council and relevant organisations must share information to provide you with the best possible service. These organisations may include:

* Your GP, hospital, or health visitor.
* The police.
* Education, such as teachers or safeguarding leads.
* Housing Association.
* Probation or Youth Offending services.
* Drug and alcohol recovery services.

**What information do we hold?**

* Information provided to us in the referral.
* Information you give us during the assessment.
* Information gathered from visits.
* Correspondence you send to us, i.e. letters, emails and text messages.
* Information provided to us by family members or members of the public.
* Information shared with us by other professionals and organisations.