

The Children's Services Privacy Notice

The Children's Services Privacy Notice has more information about your information rights and is published on our website:

<https://www.gloucestershire.gov.uk/privacy-notices>

Ask a staff member to help you if you are unable to access our website or ask our Children's Helpdesk for a copy:

email: childrenshelpdesk@gloucestershire.gov.uk

telephone: 01452 42 6565

How to contact the Council's Information Management Service:

For any queries or if you are unable to access our website you can contact the Council's **Information Management Service**:

by email: DPO@gloucestershire.gov.uk

by telephone: 01452 32 4000

by post: The Data Protection Officer
Information Management Service
Shire Hall, Westgate Street, Gloucester GL1 2TG

How to contact the Information Commissioner's Office:

The Information Commissioner's Office (ICO) can provide independent information about your rights. You can also make a complaint to ICO if you are concerned about how we have used your personal information. Contact ICO:

through their website: <https://ico.org.uk/>

by telephone: 0303 123 1113

in writing: Information Commissioner's Office,
Wycliffe House,
Water Lane, Wilmslow,
Cheshire SK9 5AF



Your information

This leaflet is about the information we collect about you, how we use it and your information rights.

Please read the Children's Services privacy notice on our website for more detail or ask a staff member for help if you are unable to access our website.

November 2020

Introduction

In line with our privacy notice, Gloucestershire County Council is required to have good rules and systems for storing and sharing your information. In supporting you we usually work with a wide range of partner organisations. When people are working together they may need to share your information so that everyone can understand you and your family's circumstances and needs. Before information about you and your family is shared we will nearly always explain what this means and why we need to do it.

More detail can be found in our privacy notice on our website at www.gloucestershire.gov.uk/council-and-democracy/data-protection/privacy-notices/

Why do we share your information?

Sharing your information helps the people working with you and your family to understand your circumstances which means you and your family:

- Get the best help and support available
- Are not asked the same questions again and again
- Get quicker and easier access to services and support
- Find decisions are made quicker
- Receive more 'joined-up' help and support
- Are kept safe and well
- Are better informed.

We may also use your information to review services and carry out statistical research.

There are some circumstances where we may share information about you without speaking with you first. For example if we believe there is a risk of serious harm to you or someone else; we are required to share information by law; we are required to by the Courts; or the Police need information in relation to prevent or investigate a crime.

How do we share information?

People working with you and your family may use computer systems, speak to each other and/or write to each other. Your information will be transferred, handled and stored securely and in accordance with the Data Protection Act 2018, the General Data Protection Regulation (GDPR), and other relevant legislation. Full details can be found in our privacy notice.

You have the right to ask for a copy of the information we hold about you or your child, depending on your child's capacity to make their own decisions and agree to this.

Sharing your information

Your worker will give you a copy of this leaflet and explain who your information may be shared with and why. This could be to ensure we are able to keep you or others safe and well

If you are a young person who is mature enough to fully understand

what the information in this leaflet means for you, then your worker will speak to you directly about this.

If you receive services from an organisation acting on our behalf

If your services are provided by an organisation acting on our behalf, information will be transferred between that organisation and Gloucestershire County Council.

You have the same legal rights over your information whether you receive services directly from the Council or from one of our contracted providers.

Tell the provider if you want to use your information rights and they will let us know.

Can I ask to not to have my information shared?

According to the law, we must keep a record of our contact with you and any services we provide. However you have the right to restrict how we process your information if you believe what we hold about you is not accurate. We will try to keep your information as accurate as possible, but if we cannot change it, we will keep a record that you do not



agree with the information we hold. GDPR also requires us to inform any other organisations we have shared your information with about these changes.

You may ask that we do not share your information with other organisations who could provide support to you or your family. This might limit the support you get, make getting the help or support you need slower, or you might have to repeat yourself to different people. Also, as noted before, we may still need to share this information without your permission if there is a legal reason to do this.

If there is some information you don't want to share with some people and some information you are happy to share, please talk to your worker about this, who will listen to your views and explain what they can and can't do.

- You have the right to ask the Council to delete your information when there is no good reason for us to continue using it. We may still be allowed to keep and use your information, even when you request that it should be erased.
- You have the right to object to us using your information if we have collected more than we need to fulfil our duties. There will be certain situations where we are allowed to still use your information if there is good reason to do so.

If you simply want to update your address and contact details, contact the person working with you or the Children's Services MASH please call 01452 426565.