

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to inform Early Help My Family Plan (an online tool used to collect and analyse your information you give us to identify ways of supporting you and your family).

Date of Issue: 30 August 2019

Update History:

Version 1	First issue of a new Privacy Notice
Version 1.1 13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: People  
Service: Children and Family Services  
Team: Multi-Agency Safeguarding Hub

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:  
[www.westberks.gov.uk/dpofficer](http://www.westberks.gov.uk/dpofficer)

## What data will we collect about you?

We collect basic information such as:-

- Name/s of child/ren
- Parent and carer details
- Date and country of birth
- Nationality
- Gender
- Current Address/es and telephone numbers
- Religion and Ethnicity
- Household details
- Family details
- Who holds Parental Responsibility
- Names and contact details of professionals involved with your family
- School / Nursery/Education establishment
- Disability

### **What will we use your data for?**

We will use your data to inform your My Family Plan to determine whether any support /intervention is deemed necessary. If whilst collecting your information there are any safeguarding issues identified, this information would have to be shared with Children's Social Care (see [www.westberks.gov.uk/pncfs](http://www.westberks.gov.uk/pncfs) ).

Should you require/receive support from other individuals and organisations, information may be shared between the relevant agencies.

This may include Police, Schools, Nurseries, GP, the wider health service including Hospitals, Alcohol and Substance misuse services, Mental Health, Midwives, Health Visitors, Nurses and a range of providers in order to support you and to inform future planning and intervention.

Children's Social Care would be provided with your information only if there was a requirement to determine your level of need if it was felt to be outside of the remit of early help and/or if there was a child protection concern.

The information you give us may be used in a number of ways such as:

- Sharing information between partner agencies and organisations
- Helping to inform your My Family Plan
- Helping to inform an assessment of need
- Identifying any Child Protection/Safeguarding concerns
- Identifying appropriate intervention and support

### **Who will see your data?**

To make sure that we all work together for your benefit, we may need to share information about you.

Your data will be seen by council employees who have direct involvement in providing a targeted intervention and/or support and by partners working with you.

When required, we will also share information with a range of other statutory bodies in order to ensure you are supported and cared for.

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Your information may be shared with:

- health services, including your GP via connected care
- Hospitals, if you are admitted they may need to see what care you are receiving via connected care
- other Council services
- police or fire services, should there be a risk to your wellbeing that would make contact with them appropriate
- charities, providers and caring organisations that might provide services to help you
- Targeted Services and Early Help family hubs working on behalf of West Berkshire Council. Early Help services which will may include voluntary sector organisations who can offer support
- Multi Agency Safeguarding Hub (MASH)

However, we will only share what others need to know so that they can provide you with appropriate services and even then, only when you have said we can.

We will not share your information with family members or friends unless you have given us permission to do so.

### **Why are we doing this?**

You don't have to consent to us collecting and using your data, it's your choice. If you decide not to consent, we won't be able to offer early help.

We don't share information with third parties/other organisations without a really good reason. That could be because someone's wellbeing is in danger, or because we need to help prevent – or detect – a crime.

We don't sell, or otherwise re-use or repurpose any of the data you give to us – it's purely used to organise early help.

### **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's Children's Services retention schedule

([http://www.proceduresonline.com/westberks/cs/t\\_retention\\_records.html](http://www.proceduresonline.com/westberks/cs/t_retention_records.html) ).

### **How is your data stored and processed?**

Your data will be stored in West Berkshire Council's data centre, hosted and managed by the council, and will be protected using up-to-date technical and organisational security measures.

### **Transfer overseas**

Your data will not be stored or sent outside of the UK.

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## **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

## **Complaints**

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/> ), but you can also do so in writing to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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