

# Children's Social Care and Education and Early Intervention Privacy Notice

This privacy notice tells you what to expect when the Council collects your personal information, it covers your contact with the Council and its officers via face to face conversations, telephone, email and written communication. This privacy notice applies to services provided by Children Social Care and Education and Early Intervention.

The London Borough of Hounslow as Data Controller will be responsible for collecting and processing the majority of the Health and Social care information that you provide us under Lawful Processing Article 6(1)(e) '*... necessary for the performance of a task carried out in the public interest or in the exercise of official authority ...*' and Consent Article 9(2)(h) '*...medical diagnosis, the provision of health or social care treatment or the management of health and social care systems...*' of the General Data Protection Regulations. Processing in this context means the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies necessary for tasks to be carried out in the public interest or for the provision of social care and educational services

## Information we collect

When we have contact with you either in person, by phone, email or any other form of communication we may need to collect and store the personal information about you or your family provided so that we can offer the appropriate service. The types of information we require from you will include at a minimum the following personal information, such as:

- name
- address
- date of birth
- national insurance number
- unique pupil number
- contact information
- telephone number
- email address

As well as Personal Information where applicable, we may collect and share additional information known as 'Special Categories of Personal Data' where appropriate including:

- child and family assessment
- professional's referrals
- mental capacity assessments
- educational assessment information (including admissions/special educational needs)

- school attendance information (such as sessions attended, number of absences and absence reasons)
- school assessment information (such as EYFSP, KS1, KS2.)
- free school meal eligibility
- race
- gender
- ethnic origin
- religion
- genetics
- biometrics (where used for ID purposes)
- sexual orientation.

### **What do we use your information for?**

- To enable us to carry out statutory social care functions for which we are legally responsible for
- To enable us to carry out statutory educational functions for which we are legally responsible for
- To allow us to communicate and provide services appropriate to your needs
- Gather information which informs planning and service delivery decisions
- Assess performance and set targets for schools
- Where we are legally obliged to undertake data processing prevention and/or detection of fraud and crime
- To process financial transactions or where the council is acting on behalf of other government bodies such as the Department for Work and Pensions, the Department of Education, the Department of Health and Social Care and the Ministry for Housing, Communities and Local Government
- To safeguard and protect people from harm or injury
- To conduct research or statistical analysis that allows us to target and plan the provision of services for adults, young people and those participating in the Troubled Families program
- To identify residents/users for notifying them of proposed or planned changes to services that may affect them
- To assist the council in responding to emergencies or major accidents. This allows the council, in conjunction with the emergency services, to identify citizens who may need additional support
- Issuing of licenses e.g. Child entertainment.

## **What is the source of your personal data?**

In most cases, we will obtain your personal data directly from you. If we get it from another source, we will:

- inform you of the source when we first communicate with you
- we will also inform you if we disclose or envisage disclosing that personal data to another party.

## **Who your information may be shared with (internally and externally)**

To meet our statutory obligations as well as to provide you with a service where appropriate we may need to share the information you provide us with other professionals such as

- General Practitioners and other Health Professionals (including hospitals, mental health trusts)
- Commissioned providers of care such as Hounslow and Richmond Community Health Care Trust
- Other commissioned services such as transport providers
- Internal departments within the London Borough of Hounslow
- Government Departments including the Department for Work and Pensions, the Department of Health and Social Care, the Ministry of Housing Communities and Local Government or the Ministry of Justice
- The MPS and other Police Services
- The LFB and other Fire Services
- Probation Services
- Other Local Authorities (Children and Adults Social Care and Education Departments)
- Schools
- Youth support services

We will only share your information with internal departments and other service providers, contractors and/or partner bodies where it is necessary

- to comply with a legal obligation
- to provide you with a service you have requested
- where permitted under the Data Protection Act 1998 (GDPR from May 2018)
- where there is a risk of serious harm or threat to life or detection of crime
- where it is necessary to allow a third party working with for on behalf of the Council

We will strive to ensure that any personal data in our care will be kept safe and that where your information is disclosed to a third party, we will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

We will not use your personal data for third party marketing purposes without your prior express consent.

### **How long will we keep your information?**

We will only retain information for as long as it is required. A copy of the council's retention schedule is available on request.

### **Website and Online forms**

When someone visits the Council's website we use third-party services to collect standard internet usage log information. This information is only processed in a way which does not identify anyone. We collect information volunteered by members of the public via the online forms hosted by the Council.

### **Data Matching and Auditing**

We are required by law to protect the public funds we administer. We may use the information you provide to us for the prevention and detection of crime. We may also share this information with other bodies that are responsible for auditing or administering public funds including the Audit Commission, the Department for Work and Pensions, other local authorities, HM Revenue and Customs and the Police.

The Council uses data matching as a way of processing large volumes of information. While it is also an efficient way to identify crime for example, it also enables us to identify information that is inaccurate or out of date, which helps us comply with the Data Protection Act 1998. In certain circumstances, data matching also improves service provision through better use of data.

In addition to undertaking our own data matching to identify errors and potential frauds, we are required to take part in national data matching exercises undertaken by the Audit Commission. The use of data by the Audit Commission in a data matching exercise is carried out under its powers in Part 2A of the Audit Commission Act 1998. It does not require the consent of the individuals concerned.

### **Information Security**

We recognise that the information you provide may be sensitive and we will respect your confidentiality. We keep information about you confidential. This means we store it securely and control who has access to it. We will not store any information where we are not legally required to do so.

[Find out more about Information Security.](#)

### **Use of IP addresses**

The Council's website does not automatically capture or store personal information, other than logging the user's IP Address or the location of your computer or network on the Internet, for systems administration and troubleshooting purposes. If you are connected to the Internet, you have an IP address.

## **Use of Cookies**

You can read more about how we use cookies on our [Legal Notices page](#)

## **Links to Other Websites**

You can read more about links to other websites on our [Legal Notices page](#).

## **Data Transfers**

All the information you provide us is held within the European Economic Area (EEA).

## **Your Rights**

The Council tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a [Subject Access Request](#) under the Data Protection Act 1998.

You can make a request to the Council for any personal information we may hold about you by:

### **Completing the [online form](#)**

or

### **Emailing the Customer Relations team – [dataprotection@hounslow.gov.uk](mailto:dataprotection@hounslow.gov.uk)**

The information will be provided to you free of charge.

## **Your right to make a complaint**

The Council tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you want to make a complaint you can contact us on:

Complaints Team  
London Borough of Hounslow  
Civic Centre  
Lampton Road  
TW3 4DN

[Find out more on how to make a complaint.](#)

## **Data Protection Officer**

The Council's Data Protection Officer can be contacted on:

[Email the information governance team](#)

Information Governance Team

London Borough of Hounslow

Civic Centre

Lampton Road

Hounslow

TW3 4DN

## **Information Commissioner's Office**

The Information Commissioner is the UK's independent body set up to uphold information rights.

If you would like to know more about your rights under the Data Protection law, and what you should expect from us, visit the [Information Commissioner's website](#).

If you have any concerns regarding our privacy practices or about exercising your Data Protection rights, you may contact the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

A full list of what information we control and process and for what purposes is set out in our notification with the Information Commissioner's Register of Data Controllers.

Our registration number is Z5761176. You can view our registration on the Information Commissioner's website.

**May 2018**