

Children & Families Directorate - Privacy Statement

The following privacy notice applies to Children and Family services provided by Birmingham City Council. It should be read in addition to the council's overall Customer Privacy Notice <https://www.birmingham.gov.uk/privacy>

Our contact details

Corporate Information Governance Team

Third Floor | Zone 15 | 10 Woodcock Street | Birmingham B7 4BL

Email: infogovernance@birmingham.gov.uk

Purpose for processing

The services process personal information to protect and safeguard children and to promote their wellbeing (Childrens Act 2004 Section 10).

This includes:

- Investigating concerns and reports
- Managing response to the concerns
- Delivering public services
- Confirming your identity
- Contacting you regarding the services we provide
- Supporting and managing our employees
- Maintaining care files that are ongoing, including Pathway Care Plans for care leavers
- Supporting and promoting education, training, employment, health and wellbeing for young people, including financial support and advice
- Providing statistical returns to Central Government departments including the Departments of Health and Education

Personal information collected and lawful basis

The service processes personal information which may include some but is not limited to:

- personal details such as name, DOB, address, school and family details
- contact information – e.g. telephone numbers / email address

- personal reference numbers such as Social Care unique customer reference number, NHS number, Unique Learner Number, National Insurance number
- employment details
- financial details – for funding purposes
- licenses/permits held
- lifestyle and social circumstances
- opinions and decisions
- records of complaints
- safeguarding reports
- student and pupil records
- visual images, personal appearance and behaviour

We may also process some special category (sensitive) information, which may include but is not limited to:

- biometric information
- physical or mental health details
- racial or ethnic origin
- religious or other beliefs
- offences (including alleged offences), criminal proceedings, outcomes and sentences

The legal bases for processing this personal information are:

- compliance with a legal obligation
- tasks carried out in the public interest or in the exercise of official authority
- consent

Who we may share your information with

Sometimes we might not be able to provide all the help and support you need and so we may need to share the personal information you have given to us or we've collected about you with partner organisations and individuals. These include but are not limited to:

- Other services within Birmingham City Council
- Other local authorities (in cases of adoption and fostering in particular)
- Government departments for example the Department of Education
- Professionals in educational settings

- Health services / GPs / NHS (including NHS England) - we will share data as part of NHS England's Child Protection Information Sharing (CP-IS) Programme and unless you exercise your right to Opt Out, the Integrated Care Record with regional NHS partners.
- The Police
- Benefit agencies
- Housing agencies
- Children's centres
- Youth Justice / Probation / HM Prison Service
- Prospects (The Not Employment, Education or Training Service)
- COMPASS / School Health and Wellbeing Service

The type of data sharing agreement.

We do have specific data sharing agreements in place with local agencies and sometimes the law requires that we may have to pass your details on to a third party, for example, to prevent crime.

Information will only ever be shared when it is strictly necessary to help us provide effective services and you may have the right to refuse. We will not pass it onto any other parties unless required to do so by law or in all reasonable circumstances the disclosure is fair and warranted for the purposes of processing or subject to a legal data protection exemption.

How we retain your information.

We will only hold your personal information in line with BCC Retention policy or for as long as necessary.

Requesting access to your personal data

Under UK GDPR and the Data Protection Act 2018, you can request access to the information that we hold about you or your child.

To make a request for your (or your child's) personal information, contact the Council's Corporate Information Governance Team:

Third Floor | Zone 15 | 10 Woodcock Street | Birmingham B7 4BL or email -

Email: infogovernance@birmingham.gov.uk

Depending on the lawful basis for processing your information, you may also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress

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- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- have inaccurate personal data rectified, and in certain circumstances, blocked, erased or destroyed; and
- a right to seek redress, either through the ICO, or through the courts

Withdrawal of consent and the right to lodge a complaint

Where we are processing your personal data with your consent, you have the right to withdraw that consent. If you change your mind, or you are unhappy with our use of your personal data, please let us know by contacting the Information Governance Team.