

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.

February 2020

Introduction

Gloucestershire County Council works with a wide range of partner organisations.

A number of these organisations might be working with you and your family. 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 may ask for your consent and explain what this means.

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.

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 in accordance with the Data Protection Act 2018 and other relevant legislation.

Sharing information under lawful basis

There are circumstances when we may have to share your information without asking you for your consent.

This could happen:

- If there is a legal duty for us to share your information
- If sharing your information is more important than protecting your confidentiality. This could be to make sure you, your family or others are kept safe or if there is a risk of a crime being committed.



Sharing information with your consent

We may ask you to agree to information about you and your family being shared. You will be asked to sign a 'Consent to Share Information' form.

Your worker will give you a copy of this form and help you complete it. Young people over the age of 13 who understand the process may be asked to give their own consent for their information to be shared.

We will inform you of what information we want to share, why we want to share it and who we will share it with.

Can I ask to not to have my information shared?

Yes. However:

- This might make getting the help or support you or your family need slower or you might have to tell different people the same things.
- 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.



When we share your information

We only share information on a need to know basis and as required by the Data Protection Act 2018. Full details can be found in our privacy notice.

If you receive services from an organisation acting on our behalf

If 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 through the Council or from an organisation acting on our behalf.

Tell the organisation that you receive services from if you want to use your information rights. They will let the Council know.