



Northumberland County Council

Family Help Team / Family Hubs

How we handle your information

Everyone working for the Family Help Team/Family Hubs has a legal duty to keep and process information about you in accordance with the law.

This Privacy Notice is designed to help you understand how Northumberland County Council as a registered Data Controller will handle your personal information. It will outline why we ask for your personal information, detail the information we hold, how it is used, shared and how long it is kept for. It will also detail how you can exercise your rights.

Why is information recorded about me?

We use information about children and families aged 0-19 years and up to 25 with special educational needs and disabilities (SEND) to enable us to provide children and families with help and support.

What Information do we hold?

We keep personal information about children and families. These may be written down (manual records) or kept on a computer (electric records).

We only process the minimum personal information and special category (sensitive) information required to deliver these services. The personal information we process may include:

- Basic details about you, for example, name, gender, address, date of birth
- Unique identifiers (such as your NHS number)
- Contact we have had with you, for example, appointments and letters of correspondence
- Notes and reports about your relevant circumstances
- Details and records about the service you have received
- Relevant information from other people that we have been in contact with relation to the service that you have received.

We may also process some sensitive information about you that is classed as 'special category' data which receives additional protections under law, and in terms of our processing of it. The special category (sensitive) personal information we process includes:

- ethnic origin
- Medical and disability data
- Sex life or sexual orientation
- Religious beliefs



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What is the information used for?

Your records are used to help ensure that we provide you with the service that you need. We share information to help us to improve future services. We use your information to find out how support can help families.

There are a number of legal reasons for why we are allowed to collect and use your personal information. In order to process your personal information, we rely on one or more of the following legal bases;

- We need them to perform our **legal obligations** within the Children Act 2004.
- We need to have the information to protect someone in an emergency (**Vital Interests**).
- We are required by law to do something, and we need information about you in order to do this (**Public Task**) - i.e., the law states we can rather than must.
- You, or your legal representative, have given **consent** for us to use your personal information.

For your special (sensitive) personal data, we must also have an additional legal basis to process it. We may use one of the following;

- It is necessary to have the information in order to deliver preventive or occupational medicine, assessing the working capacity of an employee, medical diagnosis or the **provision of health and social care services**.
- It is necessary to protect the **vital interests** of an individual.
- We have asked for and received your **explicit consent** to process your data for a specific purpose.

It is important that your records are accurate and up to date as they will help make sure that our staff are able to provide you with the help, advice or support you need.

If you do not provide us with this new information, then we will not be able to contact you to inform you of our available services.

How long do you keep my information for?

We will only store your information for as long as is legally required or in situations where there is no legal retention period, they will follow established best practice.

Your details will be kept for up to 6 years for attendance at Family Hub activities, and if you need Family Help support this is 25 Years from your child(ren)s date of birth. This increases to; 75 years for children who have been looked after or subject to child protection plans and 100 years where a child is adopted. Processing is kept to a minimum and will only be processed in accordance with the law.

Who will you share my information with?

When other agencies are involved in supporting your family, such as health or education, we may need to share details about you to enable us to work together for your benefit and ensure families get the support they need from the most appropriate agency.



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Information will only be shared with third parties if they have a genuine and lawful need for it. This may internally within the Council but may sometimes be with an external third party.

We may share your information with:

- Medical professionals
- Schools,
- Police,
- Housing,
- Children's social care,
- Community and voluntary organisations,
- Partner organisations who will be part of the provision of the service,
- Other organisations/teams who are involved in supporting your family
- The Department for Education (DfE) for the purposes of evaluation of programmes to improve future support to individuals (all data shared with the DfE is anonymised)

Occasions when your information may be shared include:

- Where the health and safety of others are at risk
- Safeguarding of children and vulnerable adults
- When the law requires us to pass on information under special circumstances
- Crime prevention or the detection of fraud as part of the National Fraud Initiative.

We are required by law to report certain information to appropriate authorities, for example:

- Where we encounter infectious diseases which may be a public health concern
- Where a formal court order has been issued.

Anyone who receives information from us has a legal duty to keep it confidential

Can I request a copy of my records?

The UK General Data Protection Regulation (UK GDPR) allows you to find out what information is held about you, on paper and computer records. This is known as 'right of access' and applies to your Early Help Team/Family Hubs records along with all other personal records.

If you wish to see a copy of your records, you should submit a Subject Access Request which is available on our website or by contacting Northumberland County Council's Information Governance Office. You are entitled to receive a copy of your records free of charge within a month.

Do I have any other rights?

Data Protection law gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.



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3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further Information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this notice, please tell us. The Family Help Team / Family Hubs contact details are listed below:

North: 01670 620461
West: 01434 601698
Central: 01670 819988
South East: 01670 798800

Data Protection Officer: informationgovernance@northumberland.gov.uk

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Email: casework@ico.org.uk