



**WOKINGHAM
BOROUGH COUNCIL**

Privacy Notice Childrens Social Care

This notice, in conjunction with Wokingham Borough Councils overarching privacy statement, explains when as a service we collect personal information, what we use your data for, who has access, who we share it with, and what your rights are.

Who are we?

Duty, Triage and Assessment Team including Child in Need and Child Protection teams
Children Social Care
Wokingham Borough Council,
Shute End,
Wokingham,
Berkshire,
RG40 1BJ

What is the lawful basis for processing the information?

The lawful basis for processing your information is the performance of a public task and is necessary for compliance with a legal obligation, as specified by the following legislation:

- Children Act 1989
- Children Act 2004
- Working Together to safeguard Children 2015

Also the use of Information Sharing Agreements with partner agencies which include; CAF/CASS, Health, Police, Local Authorities, and Berkshire Women's Aid/

How do we collect information from you?

Information is collected from you as the service user via online web forms, hard copy documents, e-mail, by telephone or through face-to-face discussion. This information will be collected from either you directly as the data subject, or from a representative acting on your behalf, e.g. a parent providing details for a child to be signed up to the service. Information may also be received via referrals from members of the public, legal, statutory and voluntary agencies in the function of the assessment and intervention of children in need of support and/or protection.

What type of information is collected from you?

The service collects and processes a range of information about you. The information is provided to enable the Children Services to carry out its duty and functions, provide you with a service, and continue to make service improvements. We will only collect information that is relevant to the circumstances in which we are working with you.

We will collect the following information: Surname of child, Forename of child, Surname of parents (or carers or legal guardians), Forename of parents (or carers or legal guardians), Title, Date of Birth, Address, Postcode, E-mail, Phone number, Gender, Ethnicity, Languages spoken and Religion.

We may also collect information where applicable relating to siblings or step siblings, Health and Educational information, NHS number, Any diagnosed health conditions and Special Educational Needs (SEN), Police record and information from other services working with the

child or family such as housing, Adult mental health and probation, Referral and assessment information, Family network and relationship information.

Some of the information that we are collecting is referred to as being in the 'Special Category of data' which are the following Racial or ethnic origin, Disability information, Marital status of parents, Sexual orientation, Mental or physical health, Religious beliefs, Trade union memberships, Criminal convictions and Political opinions.

You will be informed of any other data we collect, that is not listed above, orally or through email at the time of collection of the data.

How do we use the information you have provided?

All information provided is used by Children Services for the purposes of:

- Fulfilling our safeguarding role in respect of the care and protection of children in need and those at risk of harm
- Offer advice and signposting to children, their parents and carers, other professionals and members of the public
- Understanding and assessing the needs of referred children (Pre-birth to 18 years)
- Offer and provide services to children and their families
- Responding to enquiries and other matters
- Analysing statistical data for service development purposes and future service planning (anonymised)

Who has access to the information about you?

Your information is managed by staff employed in Childrens Social Care and overseen by Service Managers. Your information may also be shared with officers in People Services for assistance with these matters. All personal data is stored securely; we have in place security measures which are intended to ensure, as far as possible, the security and integrity of all personally identifiable information.

Your data is stored securely on our systems and accessed only by authorised officers of Wokingham Borough Council by using their own Username and Password all created in-line with pre-defined user credentials. Personal data is also held in electronic files on the Councils network drives. These are only accessible through personal logon credentials and access privileges to specific drives.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, and any exchanges of information carried out once we are in receipt of your data will be done securely.

Any personal data held in paper format is held in lockable filing storage, and accessed only by authorised officers, as is data held on audio or CD/DVD media. Data may be stored in paper form and is always secured in lockable cabinets when not in use. Access to Council sites is also secure requiring a personal electronic pass (lanyard) to access staff only areas.

Who we may share your information with?

To fulfil our statutory or legal obligations, or to provide a service or support, we may sometimes need to share personal information that we process with other organisations that we work with. Information will be shared due to statutory requirements, legal obligations, progress monitoring and tracking to determine service delivery as laid out in the above section "How

we use the information you have provided". Information will be shared internally if required for better performance and efficiency of Council services and the welfare of clients. The external organisations that we may need to share information with are: Department for Education, National Health Service (GP, School Nursing, Health Visiting, BHFT, CAMHS, other Hospitals), Schools, Courts, Home Office (Unaccompanied Asylum Seeking Children, No Recourse to Public Funds, Immigration), Police, Adopt Thames Valley, E-PEP, IFA Consortia Board, Local Safeguarding Children Board, Children's Services Improvement Board, Other Council Services; Housing, Other partner agencies (Adult social care, Community Mental Health Team, Housing), Other Local Authorities, Drug and Alcohol Services (SMART), DWP, Emergency Duty Team, Fire Service, and South Central Ambulance Service.

Your information may also be shared with statutory bodies for the purposes of inspection, including Ofsted, The Care Quality Commission, Her Majesty's Inspectorate of Constabulary and Her Majesty's Inspectorate of Probation.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

To ensure that information is continued to be held securely and that accuracy is maintained, there will also be instances where our system suppliers will need to access individuals personal information. This will be on a strict need to know basis and all contracts have confidentiality clauses built in.

The Council will not transfer your information to countries outside the European Economic Area (EEA) unless this is necessary, and only to countries which have sufficient safeguards in place to protect information.

Information will be shared internally if required for better performance and efficiency of Council services and the welfare of individuals.

Wokingham Borough Council may also share personal information with the police and other local authorities under Article 23 of the General Data Protection Regulations in order to prevent or detect crime.

How long do we store your information?

The duration that the Council will hold information, and what happens at the end of that period, are as described within the Councils corporate retention schedule available on our website: www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement

Does the service utilise automated decision-making?

Childrens Social Care does not utilise automated decision-making in the services that it provides.