



**WOKINGHAM
BOROUGH COUNCIL**

Privacy Notice NEET Prevention Team

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?

NEET Prevention Team
Elevate Hub,
Wokingham Library,
Denmark Street,
Wokingham,
Berkshire,
RG40 2BB

What is the lawful basis for processing the information?

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

- Family and Childrens Act 2014
- Education and Skills Act 2008 Section 68
- Department for Education Statutory Guidance on the Participation of Young People in Education, Employment or Training. September 2014

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 teacher or parent.

We may also receive information about you from your school or college when you are in year 11, 12, 13 or 14; from the Department of Work and Pensions (DWP) when you are registered on the Learning Aims Reference Service (LARS); and from other councils if you move out of the borough or are educated in another borough post 16 years old.

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 NEET Prevention Team to carry out its duty and functions, provide you with a service, and continue to make service improvements.

We will collect the following information: Unique Learner Number (ULN), Surname, Forename, Date of Birth, Address, Postcode, E-mail, Phone number, Gender, Ethnicity and if applicable SEND status (Special Educational Needs and/or Education and Health Plan).

We may also collect other information to be able to deliver the NEET Prevention service such as Destination history (Are you in school, college, employment, an apprenticeship or unemployed), Notes of any direct contact we have with you, what you intend to do at the end

of statutory education and offers of education made to you by schools and colleges.

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 Wokingham Borough Council for the purposes of:

- Fulfil its statutory duties
- Encourage, enable, or assist effective participation of post 16 year old students in the borough
- Responding to enquiries and other matters
- Analysing statistical data for service development purposes (anonymised)

Who has access to the information about you?

Your information is managed by staff employed in the NEET Prevention Service. Your information may also be shared with officers from other service areas 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 Client Caseload Information System (CCIS) database and accessed only by authorised officers of the NEET Prevention Team, The Elevate Wokingham Team and Data Analysts 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?

When contacting the NEET Prevention Service to gain access to services, your information will be shared with other Council staff to the extent required to provide you with the service you have requested. The NEET Prevention team is required to share your information with the Department for Education and your local Jobcentre Plus if you are claiming work related benefits. If you move into the borough while you are aged 16-18 or up to 25 if you have a learning difficulty or disability we will share your new address and current destination with your old local authority.

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?

The NEET Prevention Service does not utilise automated decision-making in the services that it provides.