

SERVICES FOR CHILDREN AND YOUNG PEOPLE PRIVACY NOTICE

Short Privacy Notice – Services for Children and Young People

North Lincolnshire Council Services for Children and Young People collects and processes personal data to provide effective social care to meet the needs of children and families in North Lincolnshire, to safeguard these children and to fulfil statutory duties on behalf of the council.

Personal data will be handled in accordance with the General Data Protection Regulation / Data Protection Act 2018 and other relevant legislation, and will not disclose your data to any other third party, unless allowed or required to do so by legislation. For further details about the processing of your personal data please see the [Full Privacy Notice](#) and other information on our Data Protection and Privacy web page.

Full Privacy Notice – Services for Children and Young People

Purpose of this Privacy Notice

This Privacy Notice tells you how North Lincolnshire Council uses personal data in relation to Services for Children and Young People to provide effective social care to meet the needs of children and families in North Lincolnshire, to safeguard these children and to fulfil statutory duties on behalf of the council.

Data Controller

North Lincolnshire Council.

Data Protection Officer

Our Data Protection Officer is Phillipa Thornley and she can be contacted by email using informationgovernanceteam@northlincs.gov.uk or at Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL.

Contact details

North Lincolnshire Services for Children and Young People
Church Square House
30-40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL

Email: customerservice@northlincs.gov.uk

Telephone: 01724 296500 (9am to 5pm Monday to Thursday, 9am to 4.30pm Friday)
01724 296555 (Answerphone – out of office hours and at weekends)
08081 689667 (Free phone)

Website: [North Lincolnshire Services for Children and Young People](#)

What do we mean by personal confidential data?

Personal data relates to living persons and is information that can be used to identify an individual such as name, date of birth, address or postcode.

What data do we have?

1. Personal Data

We collect and process personal data including the following:

- Personal data – name, date of birth and contact details.
- Reference numbers – NHS Number, National Insurance Number and Unique Pupil Number.
- Gender.
- Any additional personal data necessary to assess and to provide the service or care needed – details of past care or involvement, further information about the child/young person and/or their family or carers and details of any special care requirements.

We collect and process special category personal data when necessary as follows:

- Medical information about the child/young person and/or their family or carers.
- Language and ethnicity.

What do we do with the data we have?

We use the data to assess and provide support and services to children and young people and/or their family or carers.

Who do we share your data with?

We may share personal information with organisations, including:

- Service providers and Partner Agencies.
- Other council services.
- Other Local Authorities.
- Schools.
- Health organisations.
- Central Government Departments such as the Department for Education.
- Ombudsman and Regulatory bodies.
- Courts, Hearings and Tribunals.
- Legal Representatives.

We may be required to disclose personal data about you for reasons including the following:

- When required to do so by law.
- For the prevention and detection of crime.

When considering whether or not to share data relating to children and young people we always consider what is in their best interests and this forms part of the decision about whether or not to share the data.

How do we get your personal data and why do we have it?

We collect personal data when we assess a child or young person and/or their family or carers and when we provide support or deliver services to them.

The lawful bases we rely on to process personal and special category personal data are:

- (a) For the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller – GDPR Article 6(1)(e).
- (b) For reasons of substantial public interest on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject – GDPR Article 9(2)(g) and Data Protection Act 2018 Schedule 1, Part 2, Conditions 6 – Statutory and Government Purposes and Condition 18 – Safeguarding children and individuals at risk.
- (c) For the purposes of preventative or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant with a health professional – GDPR Article 9(2)(h) and Data Protection Act 2018 Schedule 1, Part 1, Para 2 – Health and Social Care Purposes.
- (d) Processing personal data relating to criminal convictions and offences – GDPR Article 10 and Data Protection Act 2018 Schedule 1, Para 2 – Health and Social Care Purposes and Para 18 – Safeguarding children and individuals at risk.

The legislation we rely on includes:

- Children’s Act 1989, 1996, 2004
- Education Act 1996 and 2002
- Education and Skills Act 2008
- Local Government Act 2000
- Borders, Citizenship and Immigration Act 2009

Please note that we will not process your personal data for a purpose that is incompatible with the reason it was collected for unless this is allowed or required under Data Protection legislation.

The council has created a Hub for children’s data called the OFA Hub. This brings together council held data to enable more timely and well informed decisions about the provision of help and support. This is taking a one family approach to improve outcomes for children and families.

Can I withdraw my consent?

Yes, where the personal data has been collected and processed on the basis of consent. Generally public authorities like the council are advised not to rely on consent to process personal data, because it creates a situation where there is an imbalance of power. For example, if the council had serious concerns about a child or young person it would be wrong not to share personal data with professionals who could provide a relevant service. If the child or young person refused to give consent for their personal data to be shared the council would most likely be duty bound to share the personal data against those wishes. Therefore consent is not the correct lawful basis to rely upon to process the personal data.

How do we store your information and for how long?

Our employees have contractual obligations of confidentiality, enforceable through disciplinary procedures and receive appropriate training on confidentiality and other aspects of Information Governance.

We take organisational and technical measures to ensure the information we hold is secure – such as using secure locations, restricting access to authorised personnel and protecting personal and confidential information held electronically. We only exchange personal confidential information using secure methods, such as encrypted email.

Your personal data is retained in accordance with national guidance and our legal obligations. In this instance we will retain your personal data as set out in our Records Retention Schedule including, as follows:

Generally 6 + current year following closure of the case (25 or 32 years after Date of Birth), unless there has been a child protection plan in place when retention would be 40 years or where a child has been in care retention would be 75 years. If a child dies before reaching 18 years of age retention would be 5 years from the date of death.

Please note that there is currently a national embargo on the destruction of some data relating to children and young people and that personal data may be anonymised and kept for a longer period for statistical purposes.

Your Data Protection Rights

Under Data Protection law, you have rights including:

- **Your right of access** - to ask us for copies of your personal information.
- **Your right to rectification** - to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at customerservice@northlincs.gov.uk, 01724 297000 or North Lincolnshire Council, Church Square House, 30 – 40 High Street, Scunthorpe, DN 15 6NL if you wish to make a request.

How to Complain

The main point of contact at the council for Data Protection matters is our Data Protection Officer (DPO). If you have any Data Protection concerns about the collection of personal data for COVID19 and wish to make a complaint please contact our DPO, as follows:

Phillipa Thornley

Email: informationgovernanceteam@northlincs.gov.uk

Telephone: 01724 297000

Post: North Lincolnshire Council, Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL

If you remain unhappy you can also complain to the ICO, as follows:

Website: [Information Commissioner's Office](#)

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

Telephone: 0303 123 1113