

## Privacy Notice – Child Care Services

### 1. Why do we collect and keep your personal information?

We collect and use your personal information so that we can:

- assess your needs to decide what support or services may be required
- provide you with access to the relevant support and services
- share information with other internal departments, and external organisations such as health and social care providers to ensure that the support and services are tailored to meet your individual needs
- meet our safeguarding obligations
- meet legal obligations when ordered by a court of law, such as provision of assessments, report, other legal documents and information
- meet our obligations as a result of a contract
- commission the appropriate services for you

The Processing of your data is:

- necessary for the performance of a contract to do so
- because we have a legal obligation to process in accordance with:
  - Social Services and Well-being (Wales) Act 2014
  - Children Act 2004 and the All Wales Child Protection Procedures 2008
  - Mental Health Act 2007 and Mental Capacity Act 2005
  - Local Government Act 2000
- necessary in order to protect someone's vital interests
- necessary for the performance of this task to do so in line with the above Acts and other relevant legislation covered by Social Services and Well-being (Wales) Act 2014.

Some types of personal data are more sensitive than others, and need more protection. This is classed as 'special category data' and could include information about your racial or ethnic origin, religious beliefs or the processing of genetic or biometric data, health and sex life and sexual orientation. We process this type of data as it is necessary for reasons of:

- Employment, social security and social protection law
- Vital Interests
- Substantial public interest based upon the legislation above
- Health and Social Care purposes

### 2. How Information about you is used.

The information that you provide will be processed according to the General Data Protection Regulation 2016, Data Protection Act 2018 and in line with the legislation above.

We may share relevant information about you with the internal departments and/or external organisations in order to deliver services and subject to the reasons for processing your data as listed in point 1 above.

Internal departments may include:

Children's Services Teams - Child Care Assessment Team, Child in Need Team, Corporate Parenting Team, Family Placement Team, Family Intervention Team, Edge of Care, Integrated Family Support Service, Neyland Contact Centre, Team Around the Family, Families First, Flying Start and Designated Officer for Managing Professional Abuse Allegations.

Other departments may include Adult Safeguarding Team, Mental Health Team, Substance Misuse Team, Education including Children with Disabilities Team, Housing, Environmental Health, Learning Disabilities and Transitions, Joint Discharge Team, Community Care including Occupational Health Team.

External Organisations may include:

Dyfed Powys Police and other Police Forces, Mid and West Wales Fire and Rescue Services, Ambulance Service, Mid Wales Adoption Services, CAF/CASS, Other Local Authorities, Health Boards, organisations delivering Advocacy Services and other health and well-being services, third sector organisations delivering relevant support services, Care Providers, including independence Fostering Agencies and Workers.

All organisations with whom we share your information also have to ensure compliance with the General Data Protection Regulations 2016.

We have a duty to protect the public funds we administer and may use the information provided by you on this form for example to carry out data matching or to detect and prevent fraud. We may cross check the information with other relevant bodies, organisations or other sections of Pembrokeshire County Council and other Councils.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information may be shared with other internal departments within Pembrokeshire County Council such as Finance and Audit and with The Auditor General for Wales.

We will not make any disclosures to third parties for marketing unless you have provided explicit consent for us to do so.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to provide you with our service.

### **3. How long do we keep hold of your information?**

We will retain the information provided to us for 75 years from 18th Birthday or for a period of 15 years after date of death for Looked after Children, Children and Young People Subject to Supervision Orders or in relation to Child Protection.

Your information will be securely disposed of once it is no longer required.

### **4. Access to my personal information?**

You can find out if we hold any personal information by making a subject access request under the General Data Protection Regulation 2016. To make a request for any personal information we may hold please contact:

Access to Records Team  
Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

## 5. Your Rights.

Under the General Data Protection Regulation 2016, you have rights as an individual which you can exercise in relation to the information we hold about you, not all rights will apply it will depend on the legal basis for processing your data.

- The right to be **Informed** – Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the GDPR
- The right of **Access** – you are entitled to request access to and a copy of, information we hold about you
- The right to **Rectification** – you have the right to ask to have your information corrected.
- The right to **Erasure** – this is not an absolute right and will depend on the reason for processing your personal information
- The right to **Restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **Object** – this is not an absolute right and will depend on the reason for processing your personal information.

## 6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Jo Hendy, Data Protection Officer  
Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

Email: [dataprotection@pembrokeshire.gov.uk](mailto:dataprotection@pembrokeshire.gov.uk) Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

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

Email case [worker@ico.org.uk](mailto:worker@ico.org.uk) Telephone No: 0303 123 1113

## 7. Changes to this privacy notice.

We keep our privacy notice under regular review.