

Family Support and Complex Families

Privacy Notice

Introduction

The Family Support and Complex Families services provides family casework, offering including practical and emotional support to families and specialist support like parenting programmes.

The Family Support and Complex Families service will hold a wide range of information about you and your family. We use this so that we can provide advice, guidance, assessments, services, support, programmes and safeguarding for children and their families in Camden and meet their needs.

This privacy notice explains how we use any personal information we collect about you.

The purpose for which data is held

When we collect and use your information, we need this to:

- act in your child's best interests and promote their physical and mental health
- encourage and take into account your child's views, wishes and feelings
- help your child and your family to access, support from the local authority
- tell other public or voluntary services what support you need from them
- provide advice, emotional support, practical assistance and safety measures
- Identify your needs, and record your on-going relationship with us through home visiting or other venue-based contacts.
- Monitor take-up of the service and programmes and ensure that services and programmes are meeting the needs of local families effectively
- Evaluate the impact of specific service activities and programmes on improving outcomes for children.
- Help the government improve services in the borough in the future.

What allows you to use my information?

When we collect and use your personal information, we do so as part of our public duties as a local authority. The legislation, policies and guidance that allows us to do this includes but is not limited to:

- General Data Protection Regulation (GDPR) Article 6 (1) (c) and(e)
- GDPR Article 9 (2) (g) (special category personal data under reasons of public interest with the appropriate safeguards)
- GDPR Article 9 (2) (h) (the provision of health or social care or treatment or the management of health or social care systems and services)
- Crime and Disorder Act 1998 section 115
- Children's Act 1989 sections 17 and 47
- Children's Act 1989 schedule 2 part 1
- Criminal Justice and Court Services Act 2000
- Children Act 2004 section 10
- Children Act 2004 section 11
- Welfare Reform Act 2012
- Data Protection Act 2018 Schedule 1, Part 3, Paragraph 36
- Equality Act 2005

What information do we hold?

We collect a range of information about you and your family. This will include some or all of the following:

- You and your child's personal information (name, DOB, ethnicity, unique pupil number, address, telephone, email, NHS number)
- Personal information about other members of your household
- Details of family relationships in and outside of your household
- Legal status
- Your accommodation and housing needs
- Details about your physical and emotional well-being and parenting
- Details about your social circumstances
- Details about employment and education
- Details of any risk issues
- Services and/or support you are getting from partner agencies, both historically and current
- Information about your situation given to us by your family/carers and/or other organisations (e.g. GP, school nurse, Police)
- Reports relating to your situation (e.g. safeguarding and other assessments and plans including early help assessments and plans, Child Protection Plans and Looked After Children reviews)
- Any documents sent to us relating to you
- Educational progress and attainment information
- School attendance, exclusions and behavioural information
- Records of phone conversations and/or meetings between you or your carers /representatives and Council staff

We also collect sensitive information about you called special category data. Special category data is defined as:

- physical or mental health details
- racial or ethnic origin, sexuality, gender and disability
- Criminal offence data under the Data Protection Act 2018, Schedule 1, Part 3, Paragraph 36

For how long do we keep your information?

If you are supported by the Family Support and Complex Families service, it may be necessary to retain your and your child's data until they are 25 as part of the Council's statutory duty. If you are over 18, we will keep any information you share with us for six years. Your data will be stored on our secure database.

Do I have to provide this information and what will happen if I don't?

If you do not provide us with your information, we will be unable to provide you with the support you require.

Do we share your information with other organisations?

Information is only shared with partners who would be able to provide you with support. This may include (depending on the type of support you need):

- Camden Council Services, including but not limited to: Education, Early Years, Children's Social Care, Landlord Services, Adult Social Care, Temporary Accommodation, Welfare Rights, Camden Safety Net
- Police
- Probation

- Department for Work and Pensions
- Local NHS Foundation Trusts for example Mental Health Services
- Drug and Alcohol Services
- Local Clinical Commissioning Groups
- GPs and other primary health professionals
- Local hospitals
- Midwives
- Schools
- Youth Offending Service
- Domestic abuse services
- Commissioned services for example physical health services, emotional health services, homelessness services, carers services, special educational needs services, safeguarding services
- Fire and Rescue services
- Relevant voluntary, community and faith organisations
- Other local authorities
- Central Government departments for example Ministry for Housing, Communities and Local Government.

We will not share your information outside of the service without your express permission unless there are concerns that your child is at risk of harm. All staff within the Family Support and Complex Families service have a duty to safeguard children and will share information with appropriate services if they believe a child is at risk of harm. The law gives the Council a legal duty and public task responsibilities to promote and safeguard the welfare of children. We can process and share your information without your consent if it is necessary for us to meet these legal duties.

What are your rights and who can you contact if you have a concern?

Under the General Data Protection Regulation and Data Protection Act 2018, you have rights including:

- Your right of access - you have the right to ask us for copies of your personal information.
- Your right to rectification - you have the right 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 restriction of processing - you have the right to ask us to restrict the processing of your information in certain circumstances.
- Your right to object to processing - you have the right to object to the processing of your personal data 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. The deadline can be extended by up to a further two months if the request is complex or involves a high volume of information.

Please see our [website](#) where you can find a form to exercise the rights and the Information Commissioners Officers website (contact details below) for more information.

The right to lodge a complaint with a supervisory authority

You can complain to the Information Commissioner's Office if you are unhappy with how the Council has handled your personal data. It would be helpful if you contacted us first at dpo@camden.gov.uk to see if we can resolve the problem. You can contact the ICO at casework@ico.org.uk telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Automated Decision-making

We are not using Automated Decision Making for this service.

Will my data be transferred abroad and why?

No

Data Protection Officer

If you would like general information about Data Protection, the law and good practice please see the Information Commissioner's [website](#). The Information Commissioner is the Data Protection statutory governing body for England and Wales.

The Council's Data Protection Officer is Andrew Maughan who is the council's Borough Solicitor. He can be contacted at dpo@camden.gov.uk or

London Borough of Camden,

Judd Street

London.

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