

Privacy notice – Children’s Services

Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: information.request@shropshire.gov.uk

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

We may obtain personal information about you from the below individuals/organisations depending on the service we need to provide to you:

- Health agencies (including Health visitors)
- Schools
- Mental Health services
- Probation
- Police
- Other Local Authorities
- Family Members
- Friends
- Your employer
- Housing department and housing providers
- Other internal departments within Shropshire Council
- Mind Of My Own Applications

How is your information used?

We may use your personal information so that we can provide advice and guidance, assessments, services, support and safeguarding for children and their families to better meet the needs of the children and families and to provide the help that they require as early as possible.

We collect personal information about you so that we can provide:

- Services to, and monitoring of, vulnerable children and young people, including services to children in need, safeguarding, looked after children, children leaving care, children with disabilities, fostering and adoption services.
- Enhanced and preventative services, that is, early intervention services like the Early Help Partnership Service to understand what support you or your family need to identify the right service at the right time to support you and provide help to you and your family.
- Specialist services for children and families who may be vulnerable or have higher levels of need such as special education needs or who are at risk of youth offending.
- The Troubled Families Programme - the Government's national initiative to turn around the lives of families with multiple needs.
- Help us to develop and improve our services.
- Complete statistical returns to Government departments.

We process personal data because it is necessary to comply with our legal obligations and perform our public duty, however in some cases we seek your consent to process your personal data where this is required.

As explained above in most cases we will process your data in order to comply with a legal obligation or to fulfil a public task, the legal grounds for this can be found in the Act's below:

- Children Act 1989
- Children (Leaving Care) Act 2000
- Adoption & Children Act 2002 and associated regulations
- Children Act 2004
- Childcare Act 2006
- Children and Families Act 2014, and
- Children and Social Work Act 2017

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We may share your information with the following third parties depending on what service we are providing, the sharing will always be lawful and will be done in most cases in order to comply with our legal obligations or for the performance of a public task in the public interest. Where sharing is not necessary in order to comply with our legal obligations or for the performance of a public task the sharing will only take place with your consent.

- Internal departments within Shropshire Council

- Education providers
- Ofsted
- Other public bodies
- NHS and other health agencies
- District councils
- Voluntary and charitable agencies providing services
- Police
- Courts and other judicial agencies
- Probation
- Youth Offending Team
- Housing department and housing providers
- Other central government agencies including government bodies responsible for providing funding for eligible services e.g. the Troubled Families Programme (payment by results)
- Other public authorities
- Department for Education (DfE) in respect of children in need and looked after children to help the DfE develop national policies; manage local authority performance; administer and allocate funding and identify and encourage good practice. For more information about the data collection requirements placed on us by the DfE go to [looked after children](#) or [children in need](#) on GOV.uk.
- Department for Work and Pensions (DWP)
- Mind Of My Own

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you in some circumstances.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regards to how long we keep your data.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

No automated decision making takes place.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

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

By phone: 0303 123 1113 {local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk