

Children's Integrated Services

Family Support Services

PRIVACY NOTICE

If you are unhappy with a decision regarding the handling of your data, you have the right to complain to the Information Commissioners Office at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Also see the Information Commissioners website at <https://ico.org.uk/your-data-matters/>

For more information about these rights please refer to our detailed privacy statement at <http://www.nottinghamcity.gov.uk/privacy-statement/>

Nottingham City Council Targeted and Specialist Family Support Services deliver a whole family approach, using a strength based assessment, plan and interventions to empower families to achieve positive change. Offering the **right service at the right time in the right place.**



We use the information you provide to undertake assessments, provide interventions to support and empower families to achieve positive change.

Personal data allows us to consider what services you need, look into your concerns, produce statistical data and information for other government organisations, monitor and plan our services and develop new approaches and systems to enable practitioners to work in more integrated ways with partner agencies in health, education, crime prevention and housing (with whom we may share relevant information). In addition, we may share information with a data processor in order to conduct more effective data analysis.

The legal basis under which the Council uses this data for these purposes is that it is necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council as defined in The Children Act 1989.

Information you provide may include several categories of special personal data, for example racial or ethnic origin, health or sexual orientation. We also collect criminal data and we take special safeguards in relation to this. Information in these categories is used by the Council on the basis that such use is necessary for reasons of substantial public interest and in accordance with the provisions of the UK General Data Protection Regulation and Data Protection Act 2018 and other relevant legislation, e.g. The Children Act 1989.

In order for us to be able to do our job and to deliver our service effectively, we do need to record certain information. We will keep the information that you provide until it is no longer needed to manage your case or to quality assure our work with you. Depending on your involvement, this can be up to 25 years after we have finished working with you.

Information provided by you may also be shared with other partner agencies (e.g. Health, Education, Police) where it is relevant in order for us to carry out our legal duties.

In certain circumstances, information you provide may also be used for other Council functions. Details of these functions and the legal basis for using information for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The Data Controller is Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG.

The Data Protection Officer is Naomi Matthews. You can contact the Data Protection Officer at the above address or email to: information.compliance@nottinghamcity.gov.uk

The data protection law known as the UK General Data Protection Regulation provides for the following rights:

- A right to request a copy of your information
- A right to request rectification of inaccurate personal data
- A right to request erasure of your data (known as 'the right to be forgotten')
- A right to request restriction of processing (in certain circumstances)
- A right in circumstances to request portability of your data to another provider (in certain circumstances)
- A right to object to processing of data in certain circumstances
- A right regarding automated decision making including profiling