

Service Area and contact details

Service Area:	Children Services
Contact Details:	Children.duty@newport.gov.uk, 01633 656656
Privacy Notice Name:	Children Services Privacy Notice

Source and categories of information being processed

This section is only relevant if personal data has been obtained from a source other than yourself (the data subject).

Newport City Council has obtained the following categories of your personal data:

In order to make informed decisions regarding the safety and wellbeing of a child or young person, Newport City Council, Children Services work closely with key partner agencies to provide suitable care and support services.

It is necessary for us to collect and hold personal information which may relate to you, your family and any other persons in your household. This data may include the following:

- * Personal information such as name, date of birth, gender, NHS identifier (where relevant), Unique Pupil Number (where relevant), address, telephone number
- * Relevant personal sensitive information such as ethnic group, disability status, religion, marital status, offences (including alleged offences), criminal record, and other health information (including mental health and capacity, substance use), employment status, immigration status
- * Birth parents, carers, family members and significant others personal information
- * Contact we have had with you (ie. previous Social Services involvement) and contact you have had with any other authority areas in which you may have resided
- * Assessments, plans, correspondence regarding you, your family and those who live in your home, both written by us and provided by third party agencies
- * Information about your well-being, personal outcome and goals.

We have obtained your information from:

If we receive a referral this can either be from a person or an agency.

Key partner agencies may include health professionals, police, educational establishments, advocacy services, voluntary organisations and any other organisation with whom you are currently or historically been involved with.

Purpose and legal basis for using your information

Here, we will explain the reason why we have collected your personal data and the reasons for processing.

Our legal basis for processing your information:

We have a legal duty to process your personal information. The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Further details about our legal basis for using your information and the purpose of processing:

We collect and process information about children and families who are referred to us and gather information as part of our assessment process which is used to determine appropriate care and support and to improve and plan our services.

The statutory legal obligation is covered by the Children Act (1989), the All Wales Child Protection procedures (2008) and the Social Services and Wellbeing Wales Act (2014).

The right to withdraw consent

If we are relying on your consent to process your data, you have the right to withdraw your consent to this processing at any point. To do so, please contact the person named at the top of this privacy notice.

(Only relevant to consent based processing)

You must provide us with the information we need to deliver the service, if there is either:

- a) A contractual obligation to do so, or
- b) A statutory obligation to do so.

(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task obligation)

The consequences of not providing the information are as follows:

If you do not provide us with your information we will not be able to provide you with appropriate information, advice and assistance.

Special Category Data

(Only relevant if special category data is being processed)

Sometimes we process special category data which is afforded more protection under the Data Protection Act. This is because special category data is deemed to be more sensitive. If we are processing your special category data then we need to establish a further lawful basis for processing, and we have highlighted this below:

There is substantial public interest

Special category data is data about an individual's race, ethnic origin, politics, religion, trade union membership, genetics, biometrics, health, sex life or sexual orientation. It is likely that we will process data that relates to your health and medical history and there is substantial public interest in doing this. The processing of this data will be proportionate to the aim pursued and respect the essence of the right to data protection. We will provide for suitable and specific measures to safeguard your fundamental rights and interests.

Automatic decision making/profiling

(Only relevant if we are making an automated decision on a data subject)

Sometimes we use computers or technology to help us make decisions about the service we offer you. Below are the details of what decision making or profiling systems we have used, and how the decision was made:

Not applicable

Who will have access to your personal information?

Newport City Council is the data controller and the Data Protection Officer is:

Digital Services Manager

Email: information.management@newport.gov.uk

Tel: 01633 656656

Other data controllers may also be responsible for your information, depending on the specific circumstances. Please contact the service area for further information.

The main users of your personal information are:

Staff within Children Services.

We may share your information within Newport City Council:

All relevant departments within our own authority which may include the following;

Other social work teams including Family Support Services; Adult & Community Care Teams
Education Services: including Special Educational Needs services, Designated Lead Officers for Safeguarding
Youth Services
Families First
Young Carers
Community Safety
Commissioning and Contracts
Finance
Legal and Insurance Services
Housing Services
Health & Safety
Environmental Health
Complaints
Passenger Transport Services
Internal Audit
Policy & Performance

Some services may not be internal to the authority and may be completed under contract so information will be provided to the services to enable them to fulfil their contract and provide identified services.

We may share your information with other, external organisations:

We may share information about you or your family with partner organisations there is a lawful basis to do so, or where safeguarding concerns are raised.

These organisations include:

- * Health- professionals such as GPs; midwifery services; health visitors; school nurses. Where relevant this may also include specialist health professionals who may be currently involved with you, your family and any person living in your home, this may include specialist mental health services, substance misuse services, etc.
- * Police- may be approached for relevant information to enable appropriate decisions to be made about the safety and wellbeing of you, your family and any other person in your home. This will include full disclosures of criminal history and sentencing.
- * Educational establishments- including nurseries, schools, colleges. Information gathered will include attendance and achievement records, wellbeing and behaviour issues and relationships with you, your family and any other person living in your home.
- * Other agencies currently working with or have historically worked with you, your family and any other person living in your home- this may include Youth Offending Team; NSPCC; Barnardo's services; Domestic Abuse services.
- * Provider agencies whom we commission services from, for example Children's Commissioning Consortium Cymru (4Cs).
- * Other local authorities where you have previously resided may be approached to provide information about the involvement and care and support identified for your child, you or your family to ensure we have a full picture of the current and historical situation.
- * Advocacy services- where this is relevant to comply with the local authority's legal responsibility to ensure that your child, you or your family are appropriately supported.
- * Judiciary.
- * Care Inspectorate Wales or other inspectorates across borders, for example Care Quality Commission; Regulation and Quality Improvement Authority; The Care Inspectorate (Scotland).
- * Disclosure and Barring Service.
- * South East Wales Emergency Duty Team (EDT)
- * Subject to strict information sharing protocols and agreements the information we gather may be shared with any of the multi-agency professionals working with you and your family or those to whom we make a referral on your behalf.
- * Sharing your information with Welsh Government- some of the information held about you will be shared with Welsh Government, this will help them to carry out research to improve the care and support provided to you and other people in Wales. This information will be shared lawfully and will only be used by Welsh Government for research in support of official business.

If there are no safeguarding concerns we will not normally share your information with organisations without your agreement, however, there may be certain circumstances where we would share without agreement such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis with appropriate individuals.

Sometimes we use the specialist help of other organisations/companies to process your data on our behalf. These companies are known as 'data processors'. In processing your data, we use the following data processors:

Care work data is hosted on the Welsh Community Care Information System (WCCIS)
Northgate Info@work document management system

If you would like further information about how we use these systems to process your data, please contact us using the email address at the top of this privacy notice.

Details of any international transfers of your personal information:
(if applicable)

Not applicable

Requests for information

All recorded information held by Newport City Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act.

If you would like to request a copy of the personal information that we hold about you, you can request to have a copy of our **Personal Information Request Form** here:

information.management@newport.gov.uk

If you would like to submit a Freedom of Information Request/Environmental Information request to us, you can submit your request to us here:

www.newport.gov.uk/FOI

Your Rights

The Data Protection Act gives you a number of rights. Please note that not all of these rights are absolute and we will need to consider your request upon receipt. You have the right to request:

- a) to have your data rectified if it is inaccurate or incomplete;
- b) to have your data erased;
- c) to restrict the processing of your data;
- d) to exercise your right to data portability;
- e) to object to the processing for the purposes of direct marketing, profiling and automated decision making.

In all instances, please submit your request to:

information.management@newport.gov.uk

Complaints Procedure

If you are unhappy with the way Newport City Council is using your data, you have the right to complain to us. If you would like to do this, please contact us by sending an e-mail to this address;

information.management@newport.gov.uk

If you are not content with the subsequent outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Council's complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioners Office,

Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF.

How long will we retain your information?

Details of retention period

There are statutory requirements which Newport City Council must adhere to in relation to the retention period of records.

Adoption records (including step-parent adoption and non-agency adoption)	100 years
Fostering records	<p>The refusal or withdrawal of an application - We will retain your information in line with our Information Retention and Disposal Policy and will keep your information only for as long as it is needed after which it will be deleted or destroyed.</p> <p>10 years from the date on which approval is terminated</p> <p>25 years after closure of child privately fostered</p>
Children's Social Care Records (including referrals/ assessments/ care and support/ serious case reviews- child practice reviews)	<p>Either: Until the 25th anniversary of the child's birth; Or If the child dies before age 18 years, for 6 years from the date of death</p>
Children's Safeguarding/ Child Protection Records	35 years
Looked After Children Records	<p>Either: Until the 75th anniversary of the child's birth; Or If the child dies before age 18 years, for 15 years from the date of death</p>
Children's Homes	<p>Either: Until the 75th anniversary of the child's birth; Or If the child dies before age 18 years, for 15 years from the date of death</p>

The entire record for the child or young person will be retained for the maximum retention period relevant for that file.