

## Service Area and contact details

<b>Service Area:</b>	Education
<b>Contact Details:</b>	Principal Educational Psychologist
<b>Privacy Notice Name:</b>	School-based counselling

## 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:

### We have obtained your information from:

Click here to enter text.

## 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

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

We collect the information for the following reasons:

To fully assess that our intervention will be suitable for a child.

To manage any necessary physical/mental health needs while under our care

To maintain contact with you about your child's progress and respond to any questions you may have.

To contact you in case of an emergency and be used for regular reviews of your child's progression in the counsellor's clinical supervision. This also includes the written records of each session.

To maintain contact with you about your child's progress and respond to any questions you may have.

To contact you in case of an emergency Statutory assessment for SEN.

Any photographs that are taken are of the artwork only and will be used for regular reviews of your child's progression in the counsellor's clinical supervision. This also includes the written records of each session.

We process information in accordance with:

### School Standards and Organisation (Wales) Act 2013

Local authorities in Wales are required to make reasonable provision of independent counselling services for children and young people aged between 11 and 18 on the site of each secondary school that it maintains and for pupils in Year 6 of primary school. A local authority may in addition offer counselling services at other locations, e.g. at independent schools, further education colleges or at other community facilities. (Welsh Government April 2018).

**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:**

We will not be able to deliver counselling or education psychology services to individuals.

**Special Category Data**

*(Only relevant if special category data is being processed)*

Sometimes we process special category 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. For further information about the processing of special category data, please contact the service using the contact details at the top of this privacy notice

**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:

**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](mailto: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:**

University of South Wales School based Counsellors

**We may share your information within Newport City Council:**

Additional Learning Needs (ALN)  
 Educational Psychologists

**We may share your information with other, external organisations:**

Snap Cymru Special Needs Advisory Panel  
 GP / NHS (if there is a serious concern about the mental or physical health of a child)  
 School, Social Services or Police (if there is a serious concern about the wellbeing or safety of a child)

We are required by Welsh Government to provide anonymised statistical data about all the children we offer counselling to. This includes your child's information such as, gender, ethnic group and disability status. This information is anonymised by combining with other children's information to create statistical figures only regarding the counselling service as a whole.

**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:**

Sometimes we refer individuals to the University of South Wales who carry out counselling psychology services on our behalf. Referrals are made directly to the University of South Wales who carry out school based counselling on our behalf. You may read their privacy notice here;

<https://talkingzone.southwales.ac.uk/talkingzone-privacy-notice-child/>

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

None

## 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](mailto: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](http://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](mailto: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](mailto: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 Councils 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**

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. We will retain school based counselling records for 25 years from date of birth.