

Children and Families Services Privacy Notice

Portsmouth City Council Children and Families Services aim to be fair and transparent when collecting and using personal information. Our privacy notice explains how the Council's Children and Families Services use your personal information, what it is going to be used for, who it might be shared with and why.

For details about how Portsmouth City Council uses personal information, please visit: <https://www.portsmouth.gov.uk/ext/the-council/data-protection-privacy-notice>

What information do we collect?

The personal information we collect about children and families may include:

- Names, dates of birth
- Addresses and contact details
- Gender and ethnicity
- Relationship information and information about their living circumstances
- NHS numbers and health information
- Financial information.

Why do we collect your information?

We collect personal information in order to:

- Fulfil our statutory functions and responsibilities under the Children Act, including our statutory functions to carry out assessments and to safeguard children
- Deliver services and support to individual children and their families
- Monitor the delivery of services to ensure they are of suitable quality
- Plan and develop Children and Families Services across the City.

How we use your information

Anyone receiving a service from Children and Families Services will have a personal record kept about them. These records may be stored either in paper files or on computer or both. We keep information such as names, addresses, telephone numbers and details of services so that we can communicate with the child or family and with other people and organisations who are involved with them.

Details of family members or those of the people asked to act on their behalf, will also be part of the personal record.

We may ask for your ethnic origin as this information as this helps us to monitor how accessible our services are to all communities.

Personal information may be used to compile statistics and anonymised reports to assist with policy development, monitoring the quality of services and planning services.

How do we keep personal information secure?

The Council uses a range of technical security measures to keep personal information secure. All our staff are trained in data protection and we have access controls in place to make sure that anyone who handles information on your behalf does this securely.

We have detailed agreements in place with our external IT and records system suppliers and with any outside organisations who process personal data on our behalf, including the suppliers who provide the main case record management system for Children and Families Services.

How long do we keep hold of personal information?

Children and Families keep information for no longer than is necessary for the purpose for which it was collected, unless required by the [Independent Inquiry Into Child Sexual Abuse \(IICSA\)](#) to retain records of potential relevance to the Inquiry under Section 35 of the Inquiries Act 2005.

Once the IICSA requirement is no longer in place, we will delete or dispose of records safely in accordance with the Council's retention schedule.

Access to personal information

Children and Families staff will share information with individual children and families as far as possible as part of our work with you.

Copies of whole records or large sections of records can be obtained by making a subject access request. Requests should be made using the [Access to Personal](#)

[Records Form](#) and sent with original proof of identity to dataprotection@portsmouthcc.gov.uk

Data Protection Officer
Portsmouth City Council
Civic Offices,
Portsmouth,
PO1 2AL:

Individuals will only be provided with copies of records that they are entitled to see. Parts of records such as confidential information about other people or information that may cause serious harm may not be disclosed.

Sharing or disclosing personal information

Children and Families Services aim to be open about how we share personal information, but we will not necessarily ask individual children and families for consent, for example where it is necessary for their safety or care, or there is another lawful basis for sharing their information. Children and Families Services will, however, ask for consent where individuals have a genuine choice, for example receiving services from other organisations.

To help provide children and families with appropriate support, the Council's Children and Families staff may work closely with people from another organisations such as the police, schools, NHS and voluntary sector organisations to deliver services. To do that, we may need to share personal information about children and families.

In addition, we collect and share information on children and young people in order to comply with the obligations placed on us by the Children's Commissioner and the Department for Education (DfE) for the purpose of statutory data collections, including for the measurement of school and placement stability for children in care as detailed on the [Stability index 2020 | Children's Commissioner for England \(childrenscommissioner.gov.uk\)](https://www.childrenscommissioner.gov.uk)

Further information on the [statutory data collections we are required to participate in, and their legal basis](#) can be found on the GOV.UK site.

Information will only be shared on a 'need to know' basis. Anyone who receives information from us has the same duty to keep it confidential and to share it only where this is lawful.

We use other organisations who are third party suppliers to provide elements of services for us. We have contracts or agreements in place with our third party suppliers. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct

Correcting or removing personal information

If personal information is considered to be inaccurate, the individual can ask for it to be corrected. In most circumstances we will do this, but sometimes we will need to leave the information unchanged. In these cases, we will always note that the individual disagrees with what is written.

Individuals can also ask for their information to be removed and object to Children and Families processing their personal information if they believe that we do not have a lawful basis to use it.

Please note that under data protection law, the right to erasure does not provide an absolute 'right to be forgotten'. Where the data being processed is for the purpose of 'performing a task in the public interest or for our official functions, and the task or function has a clear basis in law' (UK GDPR Article 6(1)(e)), this right does not apply automatically.

Complaints or queries

Complaints or queries about how personal information is collected or used, and any requests for a change to be made to a record or objections to processing of personal information should be sent to the Council's Data Protection Officer, telephone: [023 9282 2251](tel:02392822251) or email: dataprotection@portsmouthcc.gov.uk

Independent advice about data protection/privacy/information sharing is available from the Information Commissioner's Office at the address below:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113 (local rate)

You can also raise any concerns with the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Changes to this privacy notice

This privacy notice was last updated in May 2022