

IGFM005-TEMPLATE PRIVACY NOTICE

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR) effective from the 25th May 2018.

TCBC Service Area:	Education
Work area:	Early Years
Contact Details:	Hannah Bedford
Privacy Notice Name:	Torfaen Family Information Service

NOTE: The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR), which will come into effect in the UK on 25 May 2018.

Data controller:

Torfaen County Borough Council
C/o Civic Centre
Pontypool
NP4 6YB

Data Protection & Information Governance Officer:

Susan Bullock
01633 647467
Email: dpa@torfaen.gov.uk

The Council collects and processes personal data relating its citizens and is committed to being transparent about how it collects and uses that data, and to meeting its data protection obligations.

How we get your personal information

We get your personal data directly from you and other organisations.

What information does the Council collect?

The Council collects and processes a range of information about you. This includes:

- Childs age
- Contact details
- Gender
- Parents/Carers/Guardians name
- Parents/Carers/Guardians address

The Council may collect this information in a variety of ways:

- Torfaen Family Information Service Outreach Form ‘How can we help you’
- Verbally via telephone
- Email referral
- Social media messaging
- Via drop in service at Cwmbran Integrated Children’s Centre
- Via referral from other organisations

We will store your data:

- Data is inputted onto a secure FIS database online which is compliant in GDPR.
- All Outreach forms are shredded securely
- Provider updates (information records on the database e.g. childcare settings) paper filing system

Why does the Council process your personal data?

The Council needs to process data to be able to provide a statutory service to meet you and your family’s individual needs e.g. to process information requests through the Family Information Service. Requests are obtained by telephone, email, social media, outreach and drop in. Information is merged from our GDPR compliant database, printed and sent through the post or attached on email.

By collecting your data it enhances the ability of Torfaen County Borough Council to co-ordinate assessment and support across agencies to provide a more seamless response to your needs and ensures that you benefit from the range of interventions and services provided. Users are also given the option for their information to be recorded anonymously.

Your data is also used for monitoring performance measures for Torfaen Family Information Service.

Special categories of personal data:

- Disability and health information on you and your child as relevant to the service

We can process this category of data because:

The data subject has given explicit consent.

Processing of the above special categories of special data is necessary to ensure that the service provided is tailored to meet individual needs as per statutory service.

This data also enables us to report on aspects of the service provided. In reporting on the service, the data is anonymised.

Who has access to your data?

Your information may be shared internally with relevant third party services in order to process your request for your families' individual needs. The information you provide us with is held within an FIS database commissioned by DEWIS Cymru.

The Council shares your data with to report on the service. In this instance the data is anonymised.

How does the Council protect data?

The Council takes the security of your data seriously. The Council has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. The policies that ensure this are the Data Protection Policy amongst others.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

How long does the Council keep your data?

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area.

We will keep your information for 12 months.

Your rights

- You have a number of rights you can exercise:
- access and obtain a copy of your data on request
- require the Council to change incorrect or incomplete data
- under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing

- to know the period of time that the data will be stored for
- the right to data portability
- the right to withdraw your consent at any time
- the right to lodge a complaint with a supervisory authority (Information Commissioners Office)
- the consequences of if you fail to provide data to the Council
- the existence of and automated decision-making, including profiling and the consequences of this for you.
- If you would like to exercise any of these rights, please contact:

Early Years ABS Hub

earlyyearsABSHub2@torfaen.gov.uk

01495 742101