

## **PN087 - PRIVACY NOTICE**

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

<b>TCBC Service Area:</b>	Education
<b>Work area:</b>	Early Years
<b>Contact Details:</b>	Hannah Bedford
<b>Privacy Notice Name:</b>	Torfaen Family Information Service Providers

**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](mailto:dpa@torfaen.gov.uk)**

The Council collects and processes personal data relating to 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 information directly from you, and via Care Inspectorate Wales (CIW) for registered provisions.

### **What information does the Council collect?**

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

- Business name
- Contact details
- Gender
- Social media page
- Main contact name / manager or owner
- Business address
- Website

- Service delivery age groups
- Business opening times
- Language preference
- Qualifications and training
- Registration details
- Payment options
- Business facilities
- Details of your experience, training (completed in the last two years) and confidence in supporting SEN children.
- Number of childcare places available
- Number of activity places available
- Business costs
- Referral procedures (where applicable)
- Business eligibility

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

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- Verbally via telephone
- Email
- Social media messaging
- Via drop in service at Cwmbran Integrated Children's Centre
- Via referral from other organisations
- Email via Care Inspectorate Wales (CIW)

**We will store your data:**

- Data is input onto a secure FIS database online which is GDPR compliant.
- Active data is published on the FIS website [www.torfaenfis.org.uk](http://www.torfaenfis.org.uk)
- Provider updates received via email /social media - electronically password protected.
- Provider updates received via drop in service - stored in locked filing cupboard

## **Why does the Council process your personal data?**

The Council needs to process data to be able to provide a statutory service to meet the requirements of The Childcare Act 2006 sections 22, 26 and 27 through the Family Information Service. Requests are obtained by telephone, email, social media, outreach and drop in. Information is collated and input onto our GDPR compliant database.

By collecting your data this enhances the ability of Torfaen County Borough Council to co-ordinate and assess the supply and demand for sustainable childcare within the local authority. Data collected also provides professionals, organisations and members of the public to access free, impartial and accessible information available on services and activities available borough wide. Providers are also given the option for their information to be recorded but not made unavailable in the public domain.

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

## **Special categories of personal data:**

We hold no special categories of data on providers.

## **We can process this category of data because:**

Not applicable

## **Who has access to your data?**

Your information may be shared internally for the administration of contacts and for client administration, events and marketing related purposes. We may, from time to time send you information which we believe to be of interest to you, such as details of our products and services; newsletters, legal updates, briefing notes and invitations to events. We will contact you every six months to ensure that the information you have provided us with is still accurate.

The information you provide us with is held within an FIS database commissioned by DEWIS Cymru.

The Council shares your data with Welsh Government 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 delete provider information if you have not engaged with the service after 12 months. We will contact providers every 6 months, if you do not respond your record will be archived, and then be removed after 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 failing to provide data to the Council
- the existence of an 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](mailto:earlyyearsABSHub2@torfaen.gov.uk)

01495 742101

## DOCUMENT CONTROL

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