

Early Help Support - PRIVACY NOTICE

We updated our privacy notice in October 2021 and will keep it under review. When we use your personal information, City of York Council (CYC) complies with data protection legislation, and is the registered 'Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference **Z5809563**.

Why is information being collected?

Your information is collected when you consent to you and your family receiving early help support from the City of York Council and/or partner agencies. By partner agencies, we mean schools, childcare, health services, police, and voluntary/charity organisations. The support you receive may include an assessment of need, targeted support based on the need within your family and signposting to other relevant support that may help you.

When we collect your information

We will collect your information when you contact us or are referred to us, giving your consent for early help support, and this privacy notice explains how we will use it.

We will

- only ask you for the information that is necessary to provide our services to you eg your name, contact details, relevant information about any members of your household who will be in receipt of the support;
- protect it and make sure nobody has access to it who shouldn't
- ensure you know if you have a choice about giving us information
- make sure we don't keep it for longer than is necessary

We ask that you:

- give us accurate information
- tell us as soon as possible of any changes
- tell us as soon as possible if you notice mistakes in the information we hold about you

If you don't give us the information we ask you for we may not be able to provide you with the information or service you need.

How will we use the information about you?

We will use your information to ensure that we understand how we can best help you.

When your support from City of York Council and/or partner agencies comes to an end, you may be asked for feedback about the service.

We will use information about you and your family to create statistics and reports that are anonymous and cannot be linked back to you or your family. We will use statistics to see how the Council and its partners are supporting families, to help design better services for families and to contribute to national surveys and in reports and returns to government where required.

When will we share your information?

It is sometimes important to share your information with or request information from other council services and external partner agencies or organisations, as this can be vital to the provision of services which are right for you, and/or your family and it may help to prevent you from repeating the same information.

These may include:

- City of York Council Services (i.e. children, young people, adult, family and housing services)
- Education Services and Schools
- North Yorkshire Police and Probation Services
- Health Providers (including GPs, Midwives, Health Visitors, Substance Misuse and Mental Health Services)
- Local Housing Providers (Home Group, York Housing Association, JRHT)
- Department for Work and Pensions (including the Job Centre)
- Community & Voluntary Services (i.e. Citizen's Advice Bureau, Domestic Abuse, Victim Support Services)
- Childcare providers

If we feel we need to discuss your situation with other agencies, who are not listed in the section above, we will always seek your consent to do so, unless the law requires or permits us to share it for another reason, or for example, it is necessary

to do so to protect you or others from harm, a crime has or may be committed, fraud or tax investigations, or where there might be a child or adult at risk.

What is our legal basis for collecting / sharing your personal information?

We use your information with our consent and you can withdraw your consent at any time by contacting earlyhelp@york.gov.uk or your named lead worker.

How long do we keep your information?

We will keep your personal data for 10 years after you stop working with our service/City of York Council and then we will delete or destroy it securely.

Where required or appropriate to, at the end of the retention period, we will pass onto the City Archives any relevant information.

Further processing

If we need to use your information for a new purpose not already explained in this Privacy Notice, we will let you know about this and where needed, we will ask for your consent before starting to use it for the new purpose.

Your rights

To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO) <https://ico.org.uk/for-the-public/>

You can also find information about your rights at <https://www.york.gov.uk/privacy>

If you have any questions about this privacy notice, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us at foi@york.gov.uk or on [01904 554145](tel:01904554145) or write to the

Data Protection Officer
City of York Council
West Offices
Station Rise
York
YO1 6GA