

Privacy Notice for Local Area Teams Information Service (Family Information Service and Information Service for Young People) consultations

We will keep this privacy notice under regular review; it was last updated in March 2019. When we use your personal data, 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 will information be collected?

The Local Area Teams Information Service collects feedback from our customers to help us to improve services. We will ask for personal data such as your name and contact details so that we can get back in touch with you if we require further information about the feedback you have provided.

Participation is voluntary and you can choose not to answer some of the feedback questions. You can withdraw your consent at any time, by contacting: fis@york.gov.uk or 01904 554444.

What information about you do we collect?

The information you provide to the Local Area Teams Information Service helps us to support children, young people and families and meet our legal responsibilities, to help you get the help you need, for example through an assessment of educational, social care or family support needs.

The data collected will include personal characteristics such as your name, contact details, ethnic group and may also include any special educational needs, medical information or personal circumstances.

How do we use your personal information?

When we ask you for personal information, we will:

- ensure you know why we need it
- only ask for what is necessary for the work we are doing with you
- protect it and make sure nobody has access to it who shouldn't
- 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

We use the information to:

- provide children, young people and families with appropriate services
- measure whether our services are improving life for children, young people and families
- help us develop and improve our services
- administer and protect public funds.

We will also use the information to create statistics that are anonymous and cannot be linked back to your family or individuals.

We will use these 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 government returns.

Who do we share data with?

We are required by law to pass on personal child data to the Department for Education (DfE), other Government departments and our partner organisations who use it to help with policy development, service delivery, performance management, funding and to assist with the development of good practice.

Wherever possible we will discuss with you the reasons for sharing information and ask for your explicit consent. However, we may be required or permitted under the Data Protection Act 1998/General Data Protection Regulation to disclose your personal information without your explicit consent e.g. if we have a legal obligation to do so such as crime prevention or, in some circumstances, when we feel that you or others are at risk.

You can find out more about how the City of York Council uses your information at <https://www.york.gov.uk/privacy>

Your rights

You have the right to ask us if we hold personal information, what it is used for and to view the information we hold. You also have the right to know whether we disclose your personal information to other people and to ask us to correct anything that is wrong.

Do I have the right to see all my personal information?

You have the right to see your personal information with some specific exceptions. For example, you will not be allowed to see personal information that contains details about someone else, even a member of your own family, until that person has given permission. There may be occasions when it would not be in your best interests to see it. If that is the case we will ensure that you are given a full explanation at the time so that you understand why this decision has been made.

To find out about your rights under the Data Protection Act 1998, you can go to the Information Commissioners Office (ICO) website. If you have any questions about this Privacy Notice, your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for, please contact the Customer Feedback Team at foi@york.gov.uk.