



HILLINGDON

LONDON

DATA PROTECTION PRIVACY NOTICE FOR The Families' Information Service (FIS)

Why are we providing this Notice to you

The Council, in its capacity of Data Controller, holds certain information about you ["personal data"] which it needs to process for the purpose of providing the following service: The Families' Information Service (FIS). This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice which can be found on its website at the following link: <http://www.hillingdon.gov.uk/privacy>.

What personal data do we hold

In order to deliver its public facing services, the FIS receives, records, analyses and reports on a range of demographic and funding data about our service users and referrers. The types of data we hold and process will typically include:

Personal Data Set 1: Enquirers to the FIS

Where someone phones the FIS with an enquiry, the following information is recorded:

- Enquirer's e-mail address
- Enquirer's postcode

This personal data is recorded in order to enable the FIS to contact enquirers to evaluate the quality and usefulness of the service they have received. Recording the postcode of enquirers also enables the FIS to identify the geographic reach of the service to ensure we are meeting the needs of the whole community.

Personal Data Set 2: Families referred to the FIS for Families in Need Funding

Where families are referred to the FIS by a professional (e.g. health visitor, Children's Centre worker) for Families in Need Funding because they may meet the criteria of being a vulnerable family, the following personal data is recorded:

- Child's forename, middle names and surname

- Child's address
- Child's date of birth
- Child's gender

In addition to this, notes would be added to the childcare database of the progress of the referral e.g. reasons why funding is requested, additional information requested, outcome of the funding panel.

The FIS would also retain a file of the paperwork sent to apply for funding. This would include the referral form and any additional documentation provided by the referrer e.g. Inter-agency form, Early Help Assessment, Child in Need or Child Protection Plan.

Personal Data Set 3: children in receipt of two, three or four year old funding

Where early years settings want to apply for two, three or four year old funding, they would need to provide the FIS with the following information for a child:

- Child's forename, middle names and surname
- Child's address
- Child's date of birth
- Child's gender
- Information about whether the child has a special educational need
- Child's ethnicity (optional)
- The number of hours of free childcare they are attending each week
- The number of hours the child is attending the setting that are not free
- The number of weeks in the term that the child will be receiving free childcare
- The reason why the child is eligible (if the parent has an eligible two year old)

This data is needed to process claims for funding and also to meet a legal requirement to return data about funded children to the Department for Education in the Early Years Census.

Personal Data Set 4: information about Ofsted registered childcare settings

Ofsted provide information to the local authority on a daily basis about all registered childcare settings. This information will include the following personal data:

- Registered Person's name
- Registered Person's address
- Registered Person's phone numbers
- Registered Person's e-mail address
- Ofsted registration number
- Provider name
- Provider address
- Provider phone numbers
- Provider e-mail address

In the case of most types of childcare setting, the Registered Person would be the owner of the business and the provider information would be the contact details for the setting itself. However for childminders, the information for the registered person and the provider would normally be the same.

Ofsted are required to provide this information to local authorities.

'if we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data'.

What is the legal basis for our use of your personal data

- We have obtained your freely given and specific consent and have informed you that you have the right to withdraw it at any time
- We need it to comply with a legal obligation
- We need it to perform a task in the public interest

What we do if your personal data is sensitive

We will only process your sensitive personal data with your consent, unless we can lawfully process it for another reason permitted by law. We will notify you if it is sensitive and as with non-sensitive personal data, you have the right to withdraw your consent to processing at any time by letting us know. Sensitive data is data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, genetic and biometric data, data concerning health or data concerning a natural persons sex life or sexual orientation.

For how long will we hold your personal data

We will only keep your personal data for as long as we need to in order to fulfil the purpose[s] for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

Organisations that we may share your personal data with

The circumstances in which the Council may do this are set out in the Council's Generic Data Protection Privacy Notice. We should share personal data with the Department for Education (as a result of the statutory requirement to submit the Early Years Census for two, three and four year olds receiving free childcare).

What happens if you provide personal data to us because of a statutory or contractual requirement

We will let you know of your obligation and also let you know of the possible consequences if you fail to provide it.

What happens if your personal data is subject to automated decision-making including profiling

We will inform you of the existence of this as well as the significance and the envisaged consequences of such processing for yourself.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or [in very limited circumstances] erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline [0303 123 1113].

If you wish to exercise any of these rights, please contact:

Philip Ryan, Manager, Families' Information Service, 4E/07, Civic Centre, High Street, Uxbridge, UB8 1UW.

Telephone: 01895 277193

E-mail: pryan@hillingdon.gov.uk

You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

For further information, please contact:

Philip Ryan, Manager, Families' Information Service, 4E/07, Civic Centre, High Street, Uxbridge, UB8 1UW.
Telephone: 01895 277193
E-mail: pryan@hillingdon.gov.uk

Statutory Data Protection Officer

You may also contact our data protection officer for further information:

Raj Alagh, Borough Solicitor and Monitoring Officer
Data Protection Officer
Civic Centre
High Street
Uxbridge
UB8 1UW
E-mail: ralagh@hillingdon.gov.uk Telephone: 01895 250617