



DATA PROTECTION PRIVACY NOTICE FOR Hillingdon's Key Working Service, including Participation functions and the Troubled Families programme.

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 Key Work Service including Participation functions and Troubled Families programme. 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: www.hillingdon.gov.uk/privacy

What personal data do we hold

The types of data we hold and process will typically include:

Information shared during the consented Early Help Assessment, case based records including assessment, plan, case notes, reviews, attendance panel minutes, school attendance records, post 16 activity records, cross referenced data from Troubled Families partner records. These records routinely include residents' and children's names, addresses, dates of birth, details of those with parental responsibility and signatures. Bank details are not sought or recorded.

We obtain some of this data directly from you and we may also obtain it from other sources. Where this is the case, we will set out in this Notice the identity and the contact details of the relevant data controller and also the contact details of their data protection officer, where applicable. We will also identify from which source the personal data originates, and if applicable, whether it came from publicly accessible sources.

We will also let you know the recipients or categories of recipients of the personal data, if any. The Ministry for Housing, Communities and Local Government will receive anonymised data of families engaging with Hillingdon services bi-annually. Names and full addresses are not included in this data return.

What is our purpose for processing your personal data

We collect your data to ensure that every dimension of your family's situation, or individuals within your family, is as fully known and understood as possible in order to ensure that you receive the most appropriate and effective service to best meet your needs. We also hold data to ensure that we are able to discharge our statutory duties with regard to

safeguarding, school attendance, post 16 participation, children missing education, youth employment, performance and chaperones licences. Additionally, we hold and cross reference data from partner agencies in order to discharge our obligations with regard to the Ministry for Housing, Communities and Local Government Troubled Families programme. The Participation database will be used to identify those that may benefit from direct marketing from the Council and on behalf of the Council.

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 to protect the vital interests of a person
- 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.

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 as Participation Key Work related functions of school attendance, children missing education, 16-18 year old education, employment and training functions are statutory.

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, including for the Ministry of Housing, Communities and Local Government Troubled Families programme.

We submit anonymised data which does not identify individual names or addresses to the Ministry of Housing, Communities and Local Government for progress tracking and national policy development.

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 Deborah Bell. 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

Please contact Deborah Bell for further information Dbell1@hillington.gov.uk
Key Working Service
London Borough of Hillington
4E/09 Civic Centre
Uxbridge UB8 1UW

Statutory Data Protection Officer

You may also contact our Data Protection Officer for further information:

Data Protection Officer
Legal Services
Civic Centre
High Street
Uxbridge
UB8 1UW

Email: DPO@hillington.gov.uk