

Privacy Notice – Longsight, Gorton, and Ardwick Children’s Centres, and Central Manchester Outreach Team (How we use your information)

Who we are:

Longsight, Gorton and Ardwick Children’s Centres are operated by Big Life Company, 463 Stretford Road, Manchester, M16 9AB

We use information about you to enable us to provide effective support and to assess the quality and effectiveness of our services. This privacy notice sets out how we will collect, store and use your personal data.

The categories of information that we collect, hold and share

Usually we will collect this information directly from you, but sometimes we may collect this indirectly from someone else such as other organisations, including other schools, local authorities and the department for Education, a GP or other health professional. The types of data we collect are:

- Personal information (such as name and address)
- Contact details, contact preferences, date of birth, identification documents
- Characteristics (such as ethnicity, language, nationality, country of birth)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Assessment information – including results of internal assessments
- Relevant medical information – including medical conditions, physical and mental health
- Safeguarding information
- Special Education needs information
- Behavioural information
- Details of any support received, including care packages, plans and support providers

Sometimes we also collect sensitive, personal data about you. This includes information about your health, religion or beliefs, and ethnicity.

We collect information about your physical health and other sensitive data because it is necessary to be able provide you with this service. There are additional safeguards in place to ensure we understand our duty of confidentiality when processing this type of information.

We collect diversity information (e.g. ethnicity data) to monitor that the services we provide are being delivered equally and fairly to people from all types of backgrounds.

Why we collect and use this information and the lawful basis on which we use this information

In most cases, we will process your data because it is necessary to provide you with a safe and effective service. This also includes any steps we have taken at your request to enable you to access this service.

We process your personal data in order to:

- Support learning
- Monitor and report on progress
- Provide appropriate support
- Protect welfare
- Assess the quality of our services
- Administer admissions waiting lists
- Carry out research
- Comply with the law regarding data sharing

We only collect and use your personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform an official task in the public interest

Less commonly, we may also process your personal data in situations where:

- We have obtained consent to use it in a certain way
- We need to protect the individual's vital interests (or someone else's interests)

Where we have obtained consent to use your personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent, and explain how consent can be withdrawn.

Some of the reasons listed above for collecting and using your personal data overlap, and there may be several grounds which justify our use of this data.

Collecting your information

Whilst the majority of your information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation,

we will inform you whether you are required to provide certain information to us or if you have a choice in this. In some cases, providing us with your personal data is optional and in this case, we will make this clear and ask for your explicit consent to process this data by providing you with a consent form. Even if you have given your consent, you will be able to withdraw your consent at any point if you change your mind and the form will tell you how to do this.

Storing your data

We keep personal information about you while you are attending our service. In accordance with the GDPR, we do not store personal data indefinitely; data is only stored for as long as is necessary to complete the task the data was collected for originally. We may also keep it beyond your attendance at our service if this is necessary in order to comply with our legal obligations.

Who we share your information with and why we share it

Your information, whether on electronic or paper records is personal and sensitive and the processes we use for collecting, storing and retrieving your information are secure to prevent against unauthorised access. Information is inputted onto a database provided by Manchester City Council. We do not otherwise share information about you with anyone without consent unless the law and our policies allow us to do so.

Your worker and their supervisor/manager will usually be the only people authorised to access your information and they will do so to ensure we are providing an effective service. Other managers may need to access your information to investigate complaints, incidents or to audit services.

Sometimes we will need to share information to people outside the service involved in your care – for example your GP – to safeguard your health and well-being. You will be informed of the nature of the information shared in this way –and to whom - and all professionals with whom we share such information must meet all our conditions for keeping your information confidential and secure

There are other situations when we may need to share your information; situations when:

- There is a serious risk to the health and safety of others (e.g. children and vulnerable adults)
- Information is required to be used in court
- We need to give information to the police to help detect or prevent a serious crime
- We believe there is a threat to your safety

Where possible we will always inform you when we need to share information for the reasons given above. In other situations (e.g. a request from an employer or insurance company) we will not share your information without your written consent.

Information is shared more widely to monitor and evaluate the quality and performance of services; in these circumstances your name and any other details which may identify you will be removed prior to analysis and inclusion in reports.

All our staff and volunteers are required to adhere to our confidentiality and information security policies. If we find out that an unauthorised person has had access to your information we will inform you, and take appropriate action.

We routinely share your information with:

- schools that the pupil's attend after leaving us
- Our local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns
- Our regulator e.g. Ofsted,
- Our auditors
- Health and social welfare organisations
- Police forces, courts, tribunals
- Professional bodies

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information about you that we hold (subject access request). To make a request for your personal information, or be given access to your child's educational record, contact our Data Protection Officer (details below)

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations
- You have the right to be informed about how we process your data (this is detailed in this privacy notice)
- You also have the right to request that we correct your data if it's factually inaccurate or incomplete. We are required to respond to requests within 1 month

- You have the right to access a copy of the information we keep about you or authorise another person or organisation to be provided with your information – this is known as a subject access request. We are required to provide this within 1 month
- In some circumstances, you have the right to ask us to erase all your personal data (but we may refuse to do this if we can show we have a lawful reason to keep it)
- In some circumstances you have the right to object to data processing or request that data processing is restricted (but we may refuse to do this if we can show we have a lawful reason to keep it)

If you have a concern about the way we are collecting or using your personal data, want to ask us about any of your rights described above or ask us any other questions about this privacy notice, please our Data Protection Officer:

Laurence Housden
The Big Life Group HQ
1st Floor
463 Stretford Road
Manchester
M16 9AB
loz.housden@thebiglifegroup.com

If you are not happy with our response, you have also the right to complain to the Information Commissioners Office. This is the UK's independent authority. It has enforcement powers and can investigate complaints and compliance with data protection law. Your rights are described in detail on the ICO's website - <https://ico.org.uk/>

Contact

If you would like to discuss anything in this privacy notice, please contact:

Keith Smith
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463 Stretford Road
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M16 9AB
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