

Privacy Notice for Early Help and Complex Families Hub

**DATE: August 2018
V1.0**



Early Help and Complex Families Hub

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- People accessing the Early Help and Complex Families Hub
- Partners working with Bolton Council

It describes how we collect, use and share personal information about you

- In relation to Early Help and Complex Families Hub
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used.

Purpose(s)

We collect your personal information for the following purpose(s):

The Early Help and Complex Families Hub collects data so there is a record of which families have been supported by the Hub and what support they were offered. Early Help is a statutory requirement but the detail of Hub service provision is complimentary.

Categories of personal data

The Early Help and Complex Families Hub collect information on families where their case has been submitted by the Lead Professional for consultation at the Multi Agency Hub Panel. The information collected includes the names of parents and children, dates of births, addresses, areas of concern and the name, role title and agency of the lead professional who is submitting the case. In addition we store a copy of the Early Help Assessment and Reviews. We record the date the case was submitted to the panel, the outcomes from the panel meeting and progress made by the family 12 weeks after panel. We also store feedback from the lead professional regarding their own experience of the Panel process.

Legal basis for processing

The legal basis for processing personal information is based upon the explicit consent of service users (Articles 6 and 9 of the General Data Protection Regulation). Service users can withdraw this consent at any time.

If you fail to provide certain information when requested, we may not be able to perform the service we provide to you or we may be prevented from complying with our legal obligations.

Information sharing/recipients

With your consent we may share personal information about you with the following types of organisations:

Professionals employed by any organisation which delivers services to children between 0 -17 who have been identified by their agency to support the work of or act as a Lead Professional within the Early Help intervention process, as outlined in legislation such as Working Together 2018 and the locally agreed safeguarding procedure "Bolton's Framework For Action".

As well as information collected directly from you, we also obtain or receive information from 9 organisations who represent the Early Help and Complex Families Multi Agency Panel. These are Bolton @ Home, Start well Service. Family First Service, Behaviour Support Service, Health Visiting Service, Early Interventions Team, Fortalice, Schools Safeguarding Lead, Bridgewater under 19's and the Youth Offending Team.

We will not normally share your information with organisations other than our partner organisations; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Only the minimum information for the purpose will be shared.

Automated Decisions

For this service:

- All the decisions we make about you involve human intervention

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You may exercise the rights listed below in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise your rights (as outlined above) or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at The IOC, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details