

Privacy Notice for Behaviour Support Service

**Date: 28.9.2018
V1**



Behaviour Support Service

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 Behaviour Support Service
- Internal and external partners working with Bolton Council

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

- In relation to Behaviour Support Service
- 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 Framework set the parameters within which the service obtains and shares sensitive information – working within this consensual process the service shares and receives information from schools and agencies in order to meet the identified outcomes of children and families.

Categories of personal data

Bolton's Framework for Action (2014) and The Early Help Assessment process governs how we process information. A central principle of the Early Help Assessment (EHA) process is to ensure that written consent is sought prior to sharing information with internal/external partners. The information collected includes basic details such as the names of parents and children, dates of births, addresses and the name/role of the Lead Professional. The EHA also captures sensitive information relating to the needs of children/family and includes their views, concerns and perspectives. The Lead Professional ensures that the parent/child has a clear understanding of the information that is being shared, also clarifying any additional agencies that may also receive the information.

Legal basis for processing

The legal basis for processing your personal information is:

The Behaviour Support Service is a preventative service and therefore delivers work at Level 2 of Bolton's Framework for Action (unless working in collaboration with Social Care teams at L3/4). The policy and guidance standards and legal framework to processing information are set within Information Sharing for Practitioners 2016', Working Together 2018 and the Framework for Action 2014. The Early Help Framework provides a process and a tool to assess service user needs within the context of multiagency working, analyse and prioritise the key concerns and record and share actions plans to meet the identified outcomes. This process is consensual and the EHA and Action Plan is shared only when written consent has been sought.

Information sharing/recipients

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.

As well as information collected directly from you, we also obtain or receive information from:

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