



Family Information Service Directory Privacy Notice

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Version 2.0	06.11.20	Updated in line with other privacy notices, reflect consent properly and to take account of new contact details.



Family Information Service Directory Privacy Notice

Wigan Council (“a data controller”) is committed to protecting the privacy and security of your personal information.

The Directory is an online information point for parents/carers and professionals around funding, entitlements, help with childcare costs and childcare searches. We are part of the Early Years and Childcare Team supporting and marketing Wigan’s childcare providers. Ofsted send us regular updates and our service is free for both childcare providers and parents/carers to access.

Our core obligations under the general data protection regulation (GDPR) and commitments are set out in the Council’s [Primary Privacy Notice](#).

This notice provides additional privacy information for:

- Childcare Providers
- Individuals seeking information about childcare providers in their local area
- Individuals seeking information about the ‘local offer’ or who have special educational needs and disabilities (SEND)
- Individuals seeking information about financial support available for childcare/family activities/support services/health & wellbeing/education.

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

- Before, during and after your relationship with us ends and
- 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 so that you are aware of how and why we use your personal information.

Purpose(s):

The main purposes for processing your personal information are:

- To provide a comprehensive service including guidance to individuals (parents/carers) about childcare and early year services in the local area. This includes information about:
 - Ofsted registered childcare
 - non-registered childcare
 - free entitlement to early year provision; and
 - childcare settings suitable for children with SEND needs
- To report on childcare sufficiency in the local area

- To inform individuals about the local offer available to SEND individuals
- To report on the local offer available to SEND individuals
- Establish and run brokerage services for those finding it difficult to access the childcare provision they need
- To produce statistics to assess the level of supply/demand for childcare services across the Wigan Borough.

Categories of personal data:

In order to carry out activities and obligations as the Family Information Service Directory we process personal information in relation to:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses that are provided by Ofsted to us
- Contact details such as names, addresses, personal e-mail address, telephone numbers that will appear on your own directory page (if you are a service provider)
- Name, contact details and information regarding your child's needs (if you are an individual who has contacted the service for support)An overview of what you as a provider can offer locally to individuals (if you are a service provider).

Special Categories:

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Identification numbers and business location data (in relation to service providers)
- Links to regulatory information that may include compliance action, offences, criminal proceedings and health (in relation to service providers)
- Special needs or health needs where parent/carer is happy to provide these details.

The legal bases we rely on for processing your personal information are:

- Public task in the public interest and legal obligation.

The Childcare Act 2006 ('the 2006 Act') and subsequent amendments extends local authorities' existing duty to provide information to the public on childcare and related services. From April 2008, in addition to information on childcare, local authorities are required to provide a range of information (prescribed by regulations) which parents may need to support their children through to their 20th birthday. Local authorities are also required to ensure that the information is made accessible to all parents who might benefit from it.

Consent from individuals seeking information/assistance.

Explicit consent will be obtained from individuals (e.g. parents) seeking information/support via the service.

AUTOMATED DECISION-MAKING

All the decisions we make about you involve human intervention.

COOKIES

To find out how we use cookies please see our [Cookie Notice](#).

DATA SHARING

In addition to the general reasons for information sharing described in the Council's [Primary Privacy Notice](#) we:

- report to Ofsted and the Department for Education (DfE) statistics and information relating to our statutory duties relating to the Childcare Act 2006 and Children's Act 2014 to enable them to produce statistics and assess our performance
- share information relating to individuals accessing the directory service with other internal departments who can offer support, brokerage and organisations providing services to individuals (only with their consent).

We may also share information where it is necessary to ensure the best outcomes for your child, to deliver health programmes and to support public duties, including the duty to safeguard and promote the welfare and being of children and to prevent crime and disorder.

In this context, partners who we may share information with include:

- educational establishments
- other council services
- Organisations that provide support ie Residential Homes, Supported Accommodation, Personal Assistants
- GP's
- the police
- court
- health service providers
- youth justice system
- any other person or organisation exercising functions or are engaged in activities in relation to children and adults in the authority's area.

The information about you collected and used by the FIS service will not be shared for any purpose that is not linked to benefiting you/your child or safeguarding.

DATA RETENTION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We must continue to retain necessary information in accordance with our Corporate Records Management Policy to fulfil legal, statutory and regulatory requirements.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

You have the right to ask for your information or make a request regarding your data and there will not be a charge for you to do so. This is known as a subject access/ GDPR rights request.

You have the right to ask for your information or make a request regarding your data and there will not be a charge for you to do so. This is known as a [subject access request](#) / GDPR rights request.

- To ask for your information to be corrected if it is inaccurate or incomplete
- To ask for your information to be deleted or removed where there is no need for us to continue processing it (right to be forgotten)
- To ask us to restrict the use of your information
- To object to how your information is used.

To do this you can visit our website where you can make a subject access / GDPR rights request online or write to us at: Information Governance, Wigan Council, PO Box 100, Wigan WN1 3DS or email us at: subjectaccess@wigan.gov.uk

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

In addition to the above you have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Further details are contained within the Council's [Primary Privacy Notice](#) and should be read in conjunction with this document.

RIGHT TO WITHDRAW CONSENT AT ANY TIME

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing prior to the withdrawal of your consent.

If you wish to withdraw consent you should notify the person who is your lead professional or the FIS administrator, Wigan Life Centre – South, Wigan Council, PO Box 100, Wigan, WN1 3DS or email [Family Service Directory](#). You should put this in writing and we will process your request within 14 days.

DATA PROTECTION OFFICER

If you wish to raise a concern or discuss any aspect of this notice please contact our [Data Protection Officer](#).

If you are unhappy with the way that we handle your concern you may complain to the [Information Commissioners Office \(ICO\)](#) at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.

CHANGES TO THIS PRIVACY NOTICE

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.