



Targeted Education Support Service Privacy Notice

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This Privacy Notice was last updated in May 2023 It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information [Targeted Education Support Service Privacy Notice \(wigan.gov.uk\)](https://www.wigan.gov.uk).

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

1. INTRODUCTION

Our core data protection obligations and commitments are set out in [Wigan Borough Council Primary Privacy Notice](#).

This notice provides additional privacy information for **The Targeted Education Support Service**.

As the Targeted Education Support Service we work with schools to support children and young people when their learning progress, social, emotional or mental health is causing a concern.

2. WHAT PERSONAL INFORMATION DO WE COLLECT

In order to carry out activities and obligations as providers of services to children, young people and their families we may process the following personal information:

- Name
- Title
- Address
- Telephone number
- Email address
- Date of birth
- Gender
- Relationships
- Children and young people's photographs and video images (with your consent)
- School attendance and exclusion information
- Present and previous schools
- School data and assessments

We may also collect, store and use special categories of personal information. This may include, but is not limited to:

- Information about you and your child's race or ethnicity, religious beliefs, sexual orientation.

- Your child's primary and additional special educational needs.
- Attendance levels.
- Outcomes your child is working towards.
- Your child's strengths and assets.
- Identification numbers, online identifier and factors specific to your child's physical, physiological, genetic, mental, economic, cultural or social identify. This could include reports from the Police, court information/orders and health information, e.g. DNA.
- Details of professionals involved in your care and information that they have about you which outlines your support needs. This may include sensitive safeguarding information such as domestic abuse reports, neglect assessment, child sexual exploitation or medical reports.

3. HOW WE USE PERSONAL INFORMATION

The main purposes for processing your personal information are:

- Co-operating to improve the wellbeing of children, young people and families in relation to:
 - Physical and mental health and emotional well-being
 - Protection from harm and neglect
 - Education, training and recreation
 - Social and economic well-being.
- We also use personal data to:
 - Support your children's learning
 - To monitor and report on their progress
 - Provide appropriate pastoral care
 - For purposes of safeguarding
 - Assess the quality of our services.

4. LEGAL BASIS FOR PROCESSING

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

- It is necessary in order to perform a public task in the public interest/official functions.
- When you have given consent

5. WHO DO WE SHARE PERSONAL INFORMATION WITH

The Service may hold records on your child, including the Request for Service Involvement form, reports, file notes and information provided by other Education, Health and Care agencies. This will enable us to ensure your child gets the best

possible support that is co-ordinated, joined-up and gives us an accurate record of the services that have been involved in the care of your child.



With your consent, we will share information about your child with relevant Education, Health and Care agencies to ensure the best outcomes for your child. In this context such agencies can include:

- Educational establishments/departments, i.e. Early Years Providers, Schools, Colleges, SEND and Autism Panel, School Organisation.
- Health Services, i.e. GPs, Paediatricians, Speech and Language Therapy, Occupational Therapy, Physiotherapy, Health Visitors and School Nurse, CAMHS, Inspiring Healthy Lifestyles.
- The Police, Court and youth justice services.
- Department for Education.
- Department for Health and Social Care.
- Organisations that provided support i.e. residential homes, supported accommodation, personal assistants.
- Any other person or organisation exercising functions or engaged in activities in relation to children and adults in the authority's area.

We may also share information with the Police, the Court and the above agencies without your consent if legally obliged to do so to ensure protection of children and adults from harm.

6. HOW LONG DO WE KEEP PERSONAL INFORMATION

We will only retain personal information for as long as necessary to fulfil the purpose 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.

7. AUTOMATED DECISIONS

All the decisions we make about you involve human intervention.

8. COOKIES

To find out how we use cookies, please see [Cookies \(wigan.gov.uk\)](https://www.wigan.gov.uk/cookies).

9. YOUR RIGHTS

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found at [Wigan Borough Council Primary Privacy Notice](#).