



Targeted Education Support Service Privacy Notice

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Targeted Education Support Service Privacy Notice

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

Wigan Council and organisations who work on our behalf, collect, store and process personal and sensitive information about children, young people and their families. This information enables us to carry out specific functions that we are responsible for.

We recognise the need to treat personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements for fair and lawful processing can be met.

Our core obligations under the General Data Protection Regulations (GDPR) and commitments are set out in the Council's [Primary Privacy Notice](#).

This notice provides additional privacy for children, young people and their families.

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

- Before, during and after your relationship with us ends;
- 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 yours or your child's information.

Purpose(s):

The main purposes for processing your personal information are:

Co-operating to improve the well-being 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;

Categories of Personal Data:

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

- Personal contact details such as name, title, address, telephone numbers and personal email addresses;
- Personal demographics including date of birth, gender, , relationships;
- Contact details such as names, address, personal email and telephone numbers;
- Children and young people's photographs and video images (with consent)– to be used as part of therapeutic support work with the child or young person. Or to be able to use to promote our service in future and to use as a training tool to improve our service delivery.
- School attendance and exclusion information
- Present and previous schools
- School data and assessments

Special Categories:

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

- Information about you and your child's race or ethnicity, religious beliefs, sexual orientation.
- Your child's primary and additional special educational needs and interventions.
- 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.

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

- Necessary in order to perform a public task in the public interest/official functions.
- Necessary to protect the vital interests of the data subject (i.e. your child) and for carrying out obligations under social protection law in the substantial public interest (for special category data).
- Consent (where you have signed a consent form in relation to Early Help/Start Well services and PLO Pre-proceedings).

DATA SHARING

The Service will 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 these 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 provide 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 if legally obliged to do so to ensure protection of children and adults from harm.

DATA RETENTION

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.

RIGHTS OF ACCESS, CORRECTION, ERASURE AND RESTRICTION

- You have the right to ask for your information and there will not be a charge for you to do so. This is known as a subject access 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 ask us to copy or transfer your information from one IT system to another in a safe and secure way without impacting the quality of the information.

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.

RIGHT TO WITHDRAW CONSENT AT ANY TIME

Where the legal reason for processing you/your child's 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.

By signing the Request for Service Involvement form you consent to support for your child from our service which then requires the processing of personal data in accordance with this notice. If you do not provide consent, we will not be able to carry out the service your child's education establishment has requested from us.

If you wish to withdraw consent for the service you should contact your child's education establishment in the first instance who will then inform our service.

YOUR RIGHTS

You/your child have legal rights in relation to your personal information. These apply regardless of your involvement status with our service. You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

To ask for access to your information you should visit our website where you can make a subject access request or write to: Wigan Council, Information Governance, Legal Services, First Floor, Town Hall, Wigan WN1 1NY or email: subjectaccess@wigan.gov.uk.

DATA PROTECTION OFFICER

If you wish to raise a concern or discuss any aspect of this notice or exercise any other rights under GDPR please contact our [Data Protection Officer](#) at Wigan Council.

If you are unhappy with the way that we handle your concern you may complain to the Information Commissioners Office (ICO) at ico.org.uk

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.