



# Targeted Education Support Services Privacy Notice

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## Targeted Education Support Services Privacy Notice

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

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 service users. 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 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)

- Administering the service we have entered into with you.
- Making decisions about the support you receive from us.
- Education, training and development requirements of staff to ensure the best support for your child.
- To conduct data analytics studies to review and better understand the support needed by children and young people and to ensure this support is available.
- For equal opportunities and monitoring purposes.

### Categories of Personal Data

In order to carry out activities and obligations as a service provider we process personal information in relation to:

- Personal contact details such as name, address, telephone numbers.
- Personal demographics (including date of birth and gender).
- Contact details such as names, address and telephone numbers.
- Photographs and video images – to be able to promote our service in future and to use as a training tool to improve our service delivery.

### DATA SHARING

General reasons for information sharing are:

- The Service will hold paper and electronic records on your child, including this referral form, reports, file notes and information provided by other Education Health and Care agencies. This will enable us to access information about our work with you, and help us to identify how we can best provide services for children and young people in Wigan. 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.

## **DATA RETENTION**

We will only retain personal information for as long as necessary to fulfil the purpose we collected it for. For children and young people who are looked after this is 75 years from their 18<sup>th</sup> birthday and for other children and young people this is 25 years from their date of birth.

## **RIGHTS OF ACCESS, CORRECTION, ERASURE AND RESTRICTION**

It is important that the personal information we hold about you and your child is accurate and up-to-date. It is your responsibility to make sure the information we hold about you and your child is up-to-date. 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 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.

It is not a condition of the contract with our service that you have to agree to any request for consent from us. By signing the referral form you consent to support for your child from our service. 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 you should contact your child's education establishment in the first instance who will then inform our service.

## **YOUR RIGHTS**

You 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.

## **DATA PROTECTION OFFICER**

If you wish to raise a concern or discuss any aspect of this notice 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:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

## **CHANGES TO THIS PRIVACY NOTICE**

We may update or revise this privacy notice from time to time but at the time of your signature of the document this is how it stands.