

Early Help Privacy Notice

Our core data protection obligations and commitments are set out in the Council's Corporate Privacy Notice and on our website at [Data Protection – Privacy Notice](#).

This notice provides additional privacy information for individuals who engage with the Early Help Service.

Purpose(s)

We collect your personal information for the following purpose(s):

- To identify children, young people and families who may need help and support;
- To understand and meet the needs of children, young people and families;
- To provide help and support to children, young people and families by referring them to suitable partner agencies which match their needs, so that they can assess what support will be most effective and plan how best to work with you and your family;
- To ensure services across a range of organisations are coordinated and focused on children, young people and families with the most pressing and complex needs;
- Logging and responding to any queries or complaints you make about our service;
- To participate in local and national research to assess how well the service is working in delivering better long-term outcomes for children, young people and families and make the service more effective;
- To meet government requirements to deliver the national Supporting Families Framework;
- Creating aggregated data and statistics which may be shared with internal and external stakeholders who have a role in supporting the provision of Early Help services, to evaluate the Early Help Service and its outcomes and inform future provision of services and initiatives at national and local levels. Wherever possible, personal information used in such statistical analysis will be anonymised and individuals will not be identifiable using that data.

Categories of Personal Data

In order to carry out these purposes we collect and obtain:

- Name;
- Date of Birth;
- Age;
- Address (current and forwarding);
- Contact details (email address, telephone number(s));
- Gender;
- Family member's details (including name, Date of Birth, address and contact details);
- Family composition/relationships information/support network;
- Previous relationships;
- Language and interpreter requirements;
- Country of Birth and/or Nationality;
- Education information (including school attendance and assessment information);
- Social Care status;
- Referral/assessment information;
- Housing status;

- Financial data, such as rent arrears;
- Risks/risk factors

Special Category Data

We may also collect special category personal data that may include:

- Physical and mental Health data (for example, any disabilities/additional needs, illnesses, mental health problems and any support you receive in relation to these physical and mental health factors);
- Racial or ethnic origin;
- Religious or philosophical beliefs;
- Sex life or sexual orientation; and
- Criminal history, including convictions and other offence data.

Legal Basis for Processing

We collect and use your personal information because:

- It is necessary for compliance with a legal obligation or statutory function of the Council under GDPR Article 6(1)(c). Such legal obligations and statutory functions are as set out in, but not limited to:
 - Working Together to Safeguard Children 2018;
 - Children Act 1989;
 - Children Act 2004;
 - Children and Families Act 2014;
 - Crime and Disorder Act 1998;
 - Offender Management Act 2007;
 - Education Act 2002;
 - Special Educational Needs and Disability Regulations Act 2014
 - Criminal Justice Act 2003;
 - Police and Criminal Evidence Act 1984;
- It is necessary under GDPR Article 6(1)(e) for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council; or
- You have given your consent under GDPR Article 6(1)(a).

If you fail to provide certain information when requested, we may not be able to provide the service to you or we may be prevented from complying with our legal obligations.

We also collect special category under GDPR Article 9(2)(g) for reasons of substantial public interest, GDPR Article 9(2)(h) for provision of social care, and personal data relating to criminal convictions and offences to perform our public task as required by law.

Exceptionally, information may also be shared if it is necessary to protect individuals, including you, from harm (“Vital interests” – Article 6(1)(d) and Article 9(2)(c)), or because a serious crime has, or may be, committed. Various pieces of legislation set out the circumstances in which organisations are permitted, or required, to do this. These include, but are not limited to, the Crime and Disorder Act 1998 and Children Acts 1989 and 2004

Where has your personal information come from?

We will obtain your information from:

- You;
- Care providers, including family members;
- Greater Manchester Police (or other relevant Police forces);
- Youth Justice and Probation Services;
- HM Courts and Tribunals Service (HMCTS);
- Victim Support;
- Social Care Services;
- Health professionals (for example, GPs, Health Visitors);
- Housing providers;
- Early Education and childcare providers (childminders, nurseries, pre-schools);
- Education providers (schools, colleges or alternative provision);
- Job Centres
- Voluntary and community services;
- Other services within the Council;
- Other Local Authorities;
- Central Government.

Who will we share your information with?

We may collect and share personal information about you with the following types of organisations:

- Care providers, including family members;
- Greater Manchester Police (and/or other Police forces where appropriate);
- Youth Justice and Probation Services;
- HM Courts and Tribunals Service (HMCTS);
- Victim Support;
- Social Care services;
- Tameside Families Together;
- Health Professionals (for example, GPs, Health Visitors, Family Nurse Partnership);
- Counselling Services;
- Drug and Alcohol services;
- Housing services/providers;
- Early Education and childcare providers (childminders, nurseries, pre-schools);
- Education providers (schools, colleges or alternative provision);
- Integrated Service for Children with Additional Needs (ISCAN);
- Ofsted;
- Job Centres;
- Financial Advisors;
- Voluntary and Community Sector Bodies;
- Commissioned partners and software suppliers;
- Other services within the Council;
- Other Local Authorities;
- Greater Manchester Combined Authority (GMCA);
- Central Government;
- Other National Regulatory Bodies.

How long we will keep your data for and why?

We will only retain information for as long as it is necessary to provide services to you and/or for as long as required by us in order to comply with statutory retention periods.

Transferring data outside the European Economic Area (EEA)

Your information is not processed outside of the European Economic Area.

Your rights

Information about exercising your rights can be found on the council's website [Exercising Your Individual Rights](#).

Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies, which are regularly audited, and the audits are reviewed at senior level.

Data Protection Officer

If you have any questions or concerns about how we use your personal information, please contact the Data Protection Officer at information.governance@tameside.gov.uk or by calling 0161 342 8355.

Automated Decisions

For this service, all the decisions we make about you involve human intervention.

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 on our [Data Protection page](#).