

Privacy Notice for Early Help Service

**DATE: Reviewed Nov 2021
V1.0**



Early Help Service

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- People accessing the Early Help Service
- Partners working with Bolton Council

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

- In relation to the Early Help service
- 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 we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used.

Purposes

We collect your personal information for the following purposes:

The Early Help service exists to provide services to children and families with their consent to improve outcomes and prevent issues from getting worse and requiring social care intervention.

The service acts as a data processor – to record, monitor and report on use of the Early Help process, to reduce the likelihood of duplicate processes being started from more than one agency.

The service offers assessments, analysis and planning to identify needs, and delivery services to meet these and review progress against objectives.

Categories of personal data

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

A wide range of demographic, personal and sensitive data. This includes: names, addresses, dates of birth, ethnicity, parent/carer names and relationship to the child.

In addition the service processes, client contact assessment information including, health, development, education, language and communication, parenting, financial, housing, wider support networks, relevant historical information.

There is a standard assessment template where relevant information is recorded so the information will vary from case to case.

Legal basis for processing

The legal basis for processing your personal information is:

Sections 10 and 11 of the Children Act 2004 and Working Together 2018 statutory guidance which includes the duty to promote co-operation between the council and partner agencies to improve the well-being of local children.

The Council also has a duty to safeguard and promote the welfare of all children in the area (Children up to the age of 18).

All special (*sensitive*) category data is covered by the UK General Data Protection Regulation Article 9(2) – Substantial public interest.

Information sharing/recipients

The Early Help service shares and receives data from a wide range of services depending on the needs of the child/family. In each circumstance, consent has been given by parents/carers or the child themselves, if they are old enough, such as: 3rd sector organisations, schools – nursery, primary, secondary, special; Health agencies, Bolton at Home, Early Years providers, Start Well Service, council services.

Automated Decisions

For this service:

All other decisions involve human intervention.

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at www.ico.org.uk

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk.

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

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