Privacy Notice - Children's Services

Who is the Data Controller for the information that I provide?	North East Lincolnshire Council Children's Services Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU Email: customer.requests@nelincs.gov.uk Please Note: Our email system will not accept any email attachments exceeding 2 Mb in size. Website link: https://www.nelincs.gov.uk/children-and-families/
Why do we process your personal information?	We use your personal information so that we can provide advice and guidance, assessments, services, support and safeguarding for you to better meet the needs of children and families (0-19) and to provide the help that you require as early as possible. We collect personal information about you so that we can: 1. Provide social care services for vulnerable children and young people, including safeguarding standards, fostering and adoption services 2. Provide enhanced and preventative services (e.g. early help, young carers) to understand what support you or your family might need to identify the right service at the right time to support you and provide help to you and your family 3. Provide specialist services for children and families who may have vulnerable or higher levels of need such as special education needs, children's health or who are at risk of youth offending 4. Undertake assessments to identify potential and actual risks and determine appropriate action as part of preventive services. 5. Provide education within maintained schools, admissions to school and home-to-school transport and provision of services to schools to promote high standards and improvements in effectiveness 6. Lead, manage, develop and review quality early years and childcare services and school places including post-16 learning provision 7. Collect, record, process and monitor performance and progress of children and young people by completing statutory data returns including census returns and end of key stage assessments to Government departments 8. Improve services by monitoring how well services are meeting needs, exploring options for delivery of services with partners and obtaining additional funding to deliver services that meet those

	needs. We process personal information because it is necessary to comply with our legal obligations and perform our public duty.
How do we collect information about you?	Personal information relating to you will be received from a number of sources to support you and your family. You will provide most of the information yourself, but we will also receive personal information from your family members, other professionals, partner organisations and members of the public (sometimes anonymously). We only collect the personal information necessary about you in order to help us deliver the right service or meet our legal obligations.
What is the reason for processing your personal information?	The type of service you receive, and your personal circumstances will determine the basis for processing. For the processing of your personal information the basis may be in accordance with: 1. Children Act 1989 2. Children (Leaving Care) Act 2000 3. Care Standards Act 2000 4. Adoption and Children Act 2002 5. Children Act 2004 6. Childcare Act 2006 7. Children and Families Act 2014 8. Children and Social Work Act 2017 9. Education Act 1996 10. Education and Skills Act 2008 11. Education and Inspection Act 2011 12. Foster Services Regulations 2011 13. Working Together to Safeguard Children - Statutory Guidance 14. Securing Sufficient Accommodation for Looked after Children - Statutory Guidance 15. Crime and Disorder Act 1998 16. Equality Act 2010 17. Data Protection Act 2018 18. UK GDPR
How do we use your information?	We will not process your personal information for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable. In some circumstances, the law and our policies allow us to process and share information without consent such as for safeguarding activities. Please see our Helping, Supporting and Protecting Children

	and Families in North East Lincolnshire document for more information about this
Who will we share your personal information with?	The type of service you receive, and your personal circumstances will determine who we share your personal information with. Where applicable, we will share your information with organisations that deliver services on behalf of the council. We will only share information when it is necessary to do so and we will ensure that this is done in a secure manner in order for them to deliver your services. Where necessary we may share your personal information with the following categories of recipients: 1. Other teams within North East Lincolnshire Council working to improve outcomes for children and young people. 2. Schools, colleges and early years providers as well as wider education or training providers 3. Health and social care professionals 4. Partners as part of safeguarding and preventative activities 5. As part of the Child Protection - Information Sharing (CP-IS) system. 6. Police and Probation services. 7. Courts and tribunal services. 8. Government and statutory bodies e.g. Department of Education, the Office of the Children's Commissioner, Local Government and Social Care Ombudsman. 9. Regulatory authorities such as Ofsted, Care Quality Commission. 10. Providers of goods and services including housing providers, voluntary and charitable organisations. 11. The Disclosure and Barring Service We can share this information without your specific consent when it is reasonable and necessary to do so to fulfil our public tasks or it is in the public interest to do so. It is possible for an organisation to process your personal information on our behalf. If this happens, we request assurance that they only process your personal information in accordance with our requirements. We also expect them to keep your personal information secure whilst it is in their possession. Personal information is not routinely transferred outside of the UK.
Disclosures as part of court proceedings	Please be aware that documents provided to the court in relation to care or family proceedings are generally available for inspection by all parties to those proceedings and their legal representatives. Parties to the proceedings include but is not restricted to the local authority, the child or young person, their parents or guardians, any person who has parental responsibility for the child or young person, any person who holds a residence order or a special guardianship order in respect of the child or young

	person, and any person with whom the child or young person has lived for at least three years. Non-parties to the proceedings may also apply for access to certain documents, such as orders, judgments, statements of case, and expert reports, but they need the permission of the court and must show a legitimate interest in the information sought. The court will balance the interests of the non-party against the interests of the parties and the child or young person and may impose conditions or restrictions on the disclosure of the documents. The court may also refuse access if it would be contrary to the administration of justice, the public interest, or the welfare of the child or young person. If you have any concerns about someone having access to your personal data included in documents to be submitted to the court, please notify your Social Worker immediately.
Use of Artificial Intelligence	Authorised and trained staff in North East Lincolnshire Council's Children's Services will, use where relevant two artificial intelligence assisted tools: **Beam Notes** which can record a conversation and create a transcript to prepare a structured draft case note. Before Beam Notes is used to record a conversation, a member of staff will explain its use and ask for consent. A person can refuse. If the required consent is not provided, Beam Notes will not be used to record the conversation, and the member of staff will use an appropriate manual note-taking process instead. **Beam Build** which can bring together selected information to prepare a draft EHCP report based on an approved template. All outputs from Beam Notes and Beam Build are drafts. An authorised member of staff must check, update and approve the content before it is added to a Council system, shared or used as part of Children's Services work. Beam Up Ltd supplies the Beam platform and acts as a data processor in accordance with UK GDPR Article 28.
How long will we keep your personal information for?	We will only keep your personal information for as long as we need to, so we can give you the service you need, unless we must keep it for legal reasons. It will only be held for the periods stated in our records management policy and retention schedule, after which it will be securely destroyed.

What are my rights in relation to my personal information?	You have the right to: • ask to see the personal information we hold about you; • ask us to change information we hold about you if it is wrong; • ask us to delete the information we hold about you; • ask us to limit the way we use your personal information • have your information transferred to another Authority; • complain to the Information Commissioner's Office. You can withdraw your consent for the processing of your personal information at any time if that processing is only based on your consent. We do not make automated decisions about you or your children. Further information can be found on our website: https://www.nelincs.gov.uk/your-council/data-protection-and-privacy/
Who can I complain to?	You have the right to submit a complaint if you are unhappy with the way your request is handled or disagree with a decision made by us regarding your information. In the first instance please contact the service you are dealing with to try to resolve the matter. If following that you remain unhappy with how we have processed your personal information you can contact the Data Protection Officer to request an internal review. If you remain unhappy with the outcome of the internal review, you may wish to apply to the Information Commissioner for an independent review. https://ico.org.uk/concerns/
Contact details for our Data Protection Officer	Email: Transparency@nelincs.gov.uk Telephone: 01472 323372

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