YOUR DATA, YOUR RIGHTS

Information about how Barnardo's processes your data

Barnardo's respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use your data. We will comply with any data protection legislation currently in force. This leaflet is our Privacy Notice, is available on our website at www.barnardos.org.uk, explains how we use any personal information that you provide or which is provided to us by third parties.

This leaflet explains what data

Warwickshire Special Educational Needs and Disability Information, Advice and Support Service (SEND IASS)

keeps about you and/or your family, what Barnardo's does with this data and your rights in relation to it.

The data Barnardo's records about you

Barnardo's holds personal information about you which may include your name, date of birth, address, gender, ethnicity, sexual identity and whether you have a disability. We will also record information about the service provided to you, including assessments, plans and reviews.

In addition

Warwickshire SENDIASS

records the following information

The reasons you have contacted the project and the support you need.

We will keep records of the work that we undertake with you, including direct work, correspondence in person, virtually and digitally and attendance at groups if this applies.

We will keep records of Multi Agency Meetings and plans relating to your child and/or young persons support needs from other agencies.

We will record your comments about the service.

We will record what difference the service has made.

Assessments

EHC Plans and Reviews

A running record of our contact with you and/or your child

Letters, including emails, texts or other types of electronic communications

Educational information such as school attended and attendance

Health information; physical and/or mental

We will record your ethnicity, whether you are disabled, your sexual orientation and religion if you are willing to give us this information

Barnardo's will also keep the above information to allow for quarterly anonymised data to be presented to Warwickshire Local Authority as the commissioning body.

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We record your data so that we can make sure our services meet your needs.

We keep a record of the work that we have undertaken with you to plan and review the services we provide and measure the difference that the service or services have made to you. We will also record other information about you that you tell us or other people share with us about you, relevant to the work we are doing with you.

To support and monitor progress

To check the quality of service we provide

To meet our legal obligations

This includes your views about the service. We will also use your data to report to Warwickshire County Council who are funding the service.

When the project is finished your data will be used to measure the overall effectiveness of the service and learn how we could do things better.

The information we hold about you will be seen by staff at Barnardo's who are responsible for the service. Barnardo's internal inspectors may also read your record to make sure that we are doing a good job.

We will share anonymised/statistical information and report to commissioners about service users to ensure the organisations work closely together, provide evidence of the work that we do with you and demonstrate how we contribute to the emotional wellbeing of children.

Warwickshire SENDIASS could be inspected by Warwickshire Local Authority or other regulatory bodies, to ensure that processes are safe and appropriate.

Barnardo's uses CCTV in some of its venues to keep service users and staff safe. If you access one of the services where this is the case, you will be informed about this. We comply with the information commissioner's office CCTV code of practice.

What is the source of the data that we record about you?

The data that we record about you may come from yourself, your family, your health worker and any other professional working with you such as social worker. This information is received electronically, verbally and by post.

We also record your views and comments about the service and the observations made by the staff working with you.

The data that we record about you may be provided electronically, in the on-line referral form for example, or may be gathered from our contact with you.

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The reasons Barnardo's keeps a record of your data

The reasons why we keep a record of your data include;

- to help us decide how best we can help you;
- to record how we have worked with you;
- to assess how successful we have been in helping you and to report this to the organisations that are funding the work we do; and
- to meet relevant requirements of the law or regulatory bodies.

Under the General Data Protection Regulation (GDPR), and the UK's Data Protection Act 2018, we must have a legal reason to keep your data and process it. When Barnardo's provides you with a service, we will process your data under legitimate interest or public interest. We do this because we cannot provide a service to you without using your personal information.

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Who might Barnardo's share your data with?

In order to provide you with a service, Barnardo's may share your data with the following people may see your record;

- Barnardo's staff involved in providing you with the service and their managers,
- Barnardo's research staff in order to measure the difference we are making and improve our services for children,
- Inspectors from within Barnardo's and external regulators who might look at your record to check we are providing a quality service and meeting our legal requirements,
- Representatives of the commissioner (such as a local authority or health authority) where Barnardo's is delivering a service on behalf of another organisation. They would do this to assure themselves – and you – that our work is proceeding as it should.

Anonymised monitoring data with commissioners and local authorities.

Partner agencies to co-ordinate services.

Education organisations e.g. schools, colleges

- We may be required to share your data with other agencies for legal reasons, a court order for example, or with other organisations if we believe that you are at risk of harm or may harm someone else.
- There may be occasions when we will ask you for consent to use your data, for example; to help us inform the public about our work. If this is the case, we will explain to you exactly what your data will be used for.
  You can withdraw your consent at any time, and wherever possible, any of your data that has been used for publicity purposes will be deleted.

- If we want to share your data with anyone who is not included in this list, we will inform you and, unless we have the legal grounds to share the data, we will seek your consent.

Who is legally responsible for your data?

Barnardo's is the Data Controller and is responsible for your data

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What happens to your data when Barnardo's has stopped working with you? Barnardo's will keep your data for a specified period of time once we have finished working with you, depending on the nature of the service and our legal obligations.

Barnardo's retains the data and it will be held securely by Barnardo's until the retention date is reached according to Barnardo's Retention schedule. Data will then be securely deleted or destroyed.

The current retention schedule is as follows:
One year from date of closure – a one off intervention regarding a child/young person.
Six years from date of closure – where there are 3 contacts or more within a calendar year and/or if the service provides ongoing case work to a family/young person.
75 years from a child or young person's date of birth – when Child Sexual Abuse, Trafficking or harmful sexual behaviour has occurred, or has been disclosed during our intervention.

If Barnardo's uses CCTV to keep children, young people and staff safe we comply with the Information Commissioner's Office CCTV Code of Practice.

Your right to receive a copy of your data (Subject Access Request)

You are entitled to request a copy of the data that Barnardo's holds about you. This is available at no charge to you. Please ask your worker or make your request verbally or in writing to:

Lorraine Sudlow
Development Children's Services Manager
(see contact details below)

You may also contact the Data Protection Officer, see details below. There is a form that you may use if you wish; your worker will provide you with a copy. It is also available on the Barnardo's website: www.barnardos.org.uk

We will endeavour to provide you with a copy of your data within a month. If for any reason this takes longer than one month, we will explain our reasons for the delay to you. If you have any concerns about the content of your record, you should contact the manager of the service you are working with or the Data Protection Officer, contact details below. We will correct any factual
inaccuracies such as your date of birth or ethnicity. We will not usually change any record of actions and events, but your views about the content will be added to the record.

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Contact Us

If you would like more information about how you data is handled, to receive a copy of your data or make a complaint about the way Barnardo's is handling your data, please contact;

Lorraine Sudlow
Development Children's Services Manager
Lorraine.sudlow@barnardos.org.uk

Or

Data Protection Officer, at:
Barnardo's Head Office Tanners Lane,
Barkingside, Ilford, Essex IG6 1QG

020 8550 8822
dpo@barnardos.org.uk

If you wish to lodge a complaint or seek advice from a supervisory authority please contact: Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

01625 545 745
ico.org.uk

You can view Barnardo's Privacy Policy in full on the website: www.barnardos.org.uk