

Children's Centres Privacy Notice v1.0

1. What this document is for

This privacy notice provides information on how Norfolk County Council (the County Council) uses your personal information in respect of services we provide to you in Children's Centres. By 'use' we mean the various ways it may be processed, including storing and sharing the information.

In summary this document:

- sets out how we promise to look after your personal information
- describes how we collect, use and share your personal information and
- tells you about your privacy rights and how the law protects you.

2. Who we are

The County Council is the "data controller" for the personal information held about you by Children's Centres in Norfolk. This means that we are responsible for deciding how we "process" (that is, collect, hold, use and disclose) your personal information.

Our address is Norfolk County Council, County Hall, Martineau Lane, Norwich NR1 2UA.

The County Council's Data Protection Officer (DPO) is Geoff Connell

The County Council has responsibility for providing Children's Centres but we have arranged for other organisations to run these Children's Centres on our behalf. These organisations are listed at the bottom of this form marked *. These organisations use your personal information as data processors on behalf of NCC and NCC has entered into contracts with the organisations to ensure that your information is kept safely and securely as required by the General Data Protection Regulation.

3. Who provides this information

We collect information from you and your family and may receive information about you from agencies and organisations that you have been involved with including:

- Health visitors
- Midwives
- Provide CIC

4. The kind of information we collect and use about you

The types of information we may receive from people and organisations includes:

- your contact details
- services that you use and support provided to you
- reasons why you use the services
- questionnaires completed by you
- evaluation results
- attendance information
- employment and family status
- racial and ethnic origin (see paragraph 6 on special category data below)
- special educational needs and health information (see paragraph 6 on special category data below)

5. What we use your personal information for

We use your personal information to provide services to you and your children aged 0 to 5 years. The services include:

- advice during pregnancy and when your baby is born including the Pathway to Parenting Programme
- parenting advice and support
- stay and play and other sessions to support your child's learning
- family health services
- help getting into adult education, training and employment
- family support

We provide more details of the services on our website at www.norfolk.gov.uk/childrenscentres

We also use this information to assess the quality of our services to families and to evaluate and improve our policies and procedures.

We may also use information in other ways compatible with the above. This will include supporting the work of other public bodies providing services to families with children aged 0-5 years.

6. How the law protects you and the legal basis for processing your information

We have legal grounds to process this information without your specific consent as it is reasonable and necessary for the fulfilment a public task under section 537A of the Education Act 1996 and section 83 of the Children Act 1989

The information relating to racial and ethnic origin and special educational needs and health information is classed as "special category data" and the law includes safeguards to protect the use of this kind of sensitive information and any information concerning criminal convictions. We have legal grounds to process this information where it is in the necessary for reasons in the substantial public interest and to meet our public task under section 537A of the Education Act 1996 and section 83 of the Children Act 1989

Most of the personal information provided about you and your children is mandatory but some is also given to us on a voluntary basis. When collecting data, we will inform you whether you are required to provide this data or if you have a choice in this. If we need your consent, we will provide you with clear and detailed information as to why we are collecting the information and how the information will be used. You will also have the right to withdraw this consent at any time.

7. Who we share your personal data with

We share your personal information with:

- Health bodies – GPs, the Healthy Child Programme and midwives
- Schools
- Early Years Settings (Nurseries and Childminders)
- MAP - delivering Pathway to Parenting sessions to young parents

8. How long we use your information for

We keep your information for no longer than the timescales in County Council's Record Retention and Destruction Schedule

9. How this information is stored

The information is stored electronically on Connect + which is the system used by all Children's Centres in Norfolk

10. Whether this information is transferred to other countries

We do not transfer your information to other countries outside of the European Economic Area.

11. Automated decisions

We do not make automated decisions about you.

12. Your rights under the GDPR

You have the following rights (but note, these rights do not apply in all circumstances):

- Your right to be informed about the processing of your personal information. This is the purpose of this notice.
- Your right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Your right to object to the processing of your personal data
- Your right to restrict processing of your personal information
- Your right to have your personal data erased ("the right to be forgotten"). As explained above, you can delete your account at any time by contacting the Help You Choose helpdesk on 0344 8008022 or Email helpdesk@helpyouchoose.org
- The right to move, copy or transfer your personal information ("data portability") in some circumstances.
- Your right to request access to your personal information and information about how the County Council processes it.
- Your right to withdraw any consent you have given for the processing of personal data at any time.

If you want to exercise any of these rights, please contact the Information Compliance Team by:

- emailing the Information Compliance Team on: information.management@norfolk.gov.uk
- writing to the Information Compliance Team, Norfolk County Council, County Hall, Martineau Lane, Norwich NR1 2UA

13. Questions or complaints

If you have any questions about this privacy notice or how we handle your personal information, you can write to the DPO by letter to the DPO, Norfolk County Council, County Hall, Martineau Lane, Norwich NR1 2DH or by email to dpo@norfolk.gov.uk

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. The ICO can be contacted:

- by writing to the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- by telephoning 0303 123 1113
- online at <https://ico.org.uk/global/contact-us/>

*Organisations running Children's Centres on behalf of Norfolk County Council:

Action for Children	Emneth Nursery School
Angel Road Infant School	Great Yarmouth Community Trust
Caister Infant and Nursery School	Diocese of Norwich Education and Academies Trust
Corvus Education Trust	Fakenham Infant and Nursery School
Diss Infant and Nursery School	Norfolk Community Health & Care
Earlham Early Years Centre	Ormiston Families