

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

Barnardo's North East Lincolnshire SENDIASS Service

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

Barnardo's North East Lincolnshire SENDIASS Service

records the following information

We will record the reasons that you have been referred to the service and what you want help with. This information is used to help us provide the right support to you.

We will keep records of the work that we undertake with you, including any photo's or video's that we take or you share with us.

We will record your comments about the service.

We will record what difference the service has made to your life.

The data helps us track the support we provide and progress made. We will share this as appropriate with other professionals such as any education, health or social care professionals supporting you, as part of any assessment, ongoing support and review.

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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 this has made to you. This includes your views about the service. We will also use your data to report to North East Lincolnshire Council who fund 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.

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.

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

The data that we record about you may come from yourself, or a professional supporting you (i.e. social worker, family support co-ordinator, a health or education professional).

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.

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 who 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.

We will share data about you with North East Lincolnshire Council because they are funding the service and we need to tell them who we are working with and how effective we have been.

We may share your data with your school if we are helping you to get back into education.

We may share your data with other professionals, such as health, or with our partner agencies so that they can provide a service. We will always tell you before we do this.

- Add information about research
- 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 therefore 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 will keep your data for a minimum of 6 years after your support ends.

It will be held securely by Barnardo's during that period and then deleted.

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:

Children's Service Manager: Yasmin Hanif

Team Manager: Tanya Wormald

Contact Details: 01472 355365

Email contact: yasmin.hanif@barnardos.org.uk and tanya.wormald@barnardos.org.uk

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 your 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;

Children's Service Manager: Yasmin Hanif
Contact Details: 01430 810139 / yasmin.hanif@barnardos.org.uk

Commissioner Details: Clare Linfitt (SEN Service Manager/Commissioner)
Contact Details: 01472 323236 / Civic Offices, Knoll Street, Cleethorpes, DN35 8LN

Or

Data Protection Officer, at:

Barnardo's Head Office
Tanners Lane, Barking,
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