

Privacy notice – Havenbrook, Children’s services

Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: information.request@shropshire.gov.uk

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

As a Social Care provision, we only receive information related to our Young People Via families, Police, Social workers. All information received is through emails or phone calls.

How is your information used

All information that we hold as a provision will be confidential information on all Young People that use this facility.

In relation to the CCTV.

The CCTV will only be activated if all other preventative reducing factors have been exhausted and clear evidence suggests that a safeguarding concern is still present.

The CCTV at Havenbrook will be activated if there are heightened concerns around a Young Person/Persons leaving or entering the property with consent or knowledge of the staff team. Ultimately the protection of the children at the home is paramount and part of the decision process when activating the CCTV.

Concerns evident that a Person or Persons are entering the grounds without staff knowledge, concerns relating to CSE, Missing and the protection of the children.

For activation of the CCTV, will need authorisation from all parents, Social Workers and the registered/Deputy manager.

Data that is recorded on the CCTV device cannot be viewed by any other persons other than mentioned in the DPIA and the CCTV policy. All pre-recorded footage is protected via a password which is known to the registered/ Deputy manager.

All footage that is recorded will automatically be deleted after 14 days.

The CCTV monitor, and recorder is a built in device only accessible via a lockable office which is kept locked at all times.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed;

- Information may be shared with the police if requested, due to any safeguarding information that's is required.
- Senior Team mangers or Social Workers and the management team with in Havenbrook.

Senior Children's service mangers, Social Worker and Police

Any safeguarding concerns that may become evident, will need direct input from the Police, Social Worker and Team manager. This is so there is a line of communication and a structure and a transparent, safe professional working practice.

There maybe circumstances due to the legalities of the child where the local authority has parental consent and will need to share or gather information on a specific young person that is in relation to a serious safeguarding concern.

The police may need information from Havenbrook in relation to a serious incident/Safeguarding concerns and or the protection of a child or other.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you in some circumstances.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regards to how long we keep your data.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

No wireless connection on this CCTV system

The current CCTV system is not connected to the internet. Local viewing only in and from the office.

The data on the hard drive can only be read by the recorders themselves.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 {local rate} or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk