

Privacy Notice: Services for children and young people

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What this privacy notice is for

This notice provides information for children and young people about the types of information the Council holds about you, how we use this, how it is stored, and who we share your information with and why.

Personal information (data) can be anything that identifies and relates to a living person. The law provides rules which control how organisations can use and store this information. For example, information must be collected and used fairly, be accurate and be stored securely. Some of the relevant laws relating to collecting and sharing your personal information are:

- The Data Protection Act 1998
- The Human Rights Act 1998
- Children Act 1989 and 2004

There is more detailed information about data protection on the Council website at: www.oldham.gov.uk/dataprotection.

We may update our privacy notices at any time, so please check our website for the most up to date details.

What kind of information Oldham has about you

Oldham Council collects and records a variety of information about people who live in the borough. It usually falls into one of the following categories:

- Basic personal Information - e.g. name, address, date of birth, telephone number, email address;
- More sensitive information - e.g. racial or ethnic origin, physical or mental health, religious or political beliefs, membership of a trade union, sexual life and criminal offences. The law treats these types of personal information as special, and this information must be treated even more carefully due to its sensitivity;
- Service information - Information that the Council collects about our work with you counts as personal data. For example, this includes notes of meetings, letters, reports and e-mails which contain information about you, and the details of what services you use.
- Statistical information – This is the numbers of people in particular groups e.g. the total number of people in Oldham, or the number of pupils getting 5 GCSEs. This type of information usually doesn't identify individuals, so it doesn't count as personal information.

This is summarised below:

Category of personal data	Is it special/sensitive?
Name, gender and date of birth	
Address and telephone number	
Ethnicity and language spoken	Yes
Reason for referral to Council services (e.g. relating to financial and social circumstances, lifestyle and behaviour, physical and mental health)	Yes
Involvement with other services	Yes

What we use your information for

We collect and store information about you to help us better meet your needs. Making the right decisions depends upon having the right information.

Sometimes we need to share information about you with other organisations. The main reason for doing this is to help us ensure that you / your family receive the right services or support. Information sharing helps organisations to have a more complete understanding of your needs, and to work better together in meeting these.

We might share information, for example:

- Between different parts of the Council;
- With other local organisations who work with you and your family e.g. schools, health services, children's centres, police, youth offending services, housing providers;
- With parts of national government, such as the Department for Education (DfE).

How we get permission to keep and share your information

Usually, we need written agreement (consent) from you or your parents / carers to share information about you with another organisation.

But, although information about you/your family is confidential, sometimes we may need to share it without your permission.

The law allows us to do this:

- To protect you from harm, neglect, abuse or significant threat;
- When you may need urgent medical treatment;
- To prevent or detect a crime.

Unless it would put you or your family in any harm or danger, we will always tell you, or your parents / carer, if we have to share information under these circumstances.

We only share information when we need to do so, and we only provide the necessary information. We don't share unnecessary details.

How Oldham Council keeps your information safe

All the information we collect is stored securely on our IT systems and in manual filing systems. We have strict procedures for the way this is done. All information about you is treated as confidential, and with respect. There are clear rules and guidance about storing, recording and sharing information, and all staff receive training on this.

Seeing information Oldham Council holds about you

Under the Data Protection Act 1998, you can request to see information that organisations like Oldham Council hold about you. There is strict guidance on how Councils should do this - you won't be able to see your information immediately and in some cases there may be a small administration fee.

You have the right:

- To ask Oldham Council if it holds personal information about you;
- To ask what Oldham Council uses the information for;
- To be provided with a copy of the information;
- To be given details of the purposes for which we use the information and other persons/organisations to whom it is disclosed; and
- To ask for incorrect data to be corrected.

Data Transfers beyond European Economic Area

We do not transfer any of your personal information outside the European Economic Area ('EEA').

Automated Decisions

All the decisions we make about you are made by people. Decisions aren't made automatically by a computer.

How long we keep your data

We are required by law to keep records for varying lengths of time depending on individual circumstances. Records relating to the adoption of children, for example, have to be kept for 100 years.

Where can I get advice

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found at www.oldham.gov.uk/dataprotection.