

# Early Help Service Privacy Notice



**Oldham**  
Council

Date and version

25 May 2018, Version 1

## What this privacy notice is for

Our core data protection obligations and commitments are set out in the council's primary privacy notice at [www.oldham.gov.uk/dataprotection](http://www.oldham.gov.uk/dataprotection)

This notice provides additional privacy information for:

- Users of the Early Help Service and organisations making referrals to the service

## Updating our privacy notices

We may update or revise our privacy notices at any time so please refer to the version published on our website for the most up to date details

## What we use your information for

We collect your personal information for the following purpose(s):

- Enable us to refer individuals or families to the most appropriate service to meet their needs
- To enable us to measure whether services are effective in meeting these needs

## What categories of personal information we use

Personal information can be anything that identifies and relates to a living person. This can include information that when linked with other information, allows a person to be uniquely identified. For example, this could be your name and contact details.

The law treats some types of personal information as 'special' because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health
- Criminal convictions and offences

In order to carry out these purposes we collect and obtain the following personal information.

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

## Legal basis for processing

Early Help referrals are based upon individuals giving explicit consent for the information they provide to be processed and shared. The legal basis for processing and or sharing your personal information is therefore that you have consented for us to do so.

Exceptionally, information may also be shared without your consent if it is necessary to protect individuals from harm, or because a serious crime has, or may be, committed. Various pieces of legislation set out the circumstances in which organisations are permitted, or required, to do this. These include, for example, the Crime and Disorder Act 1998, Children Acts 1989 and 2004 and Care Act 2014.

NOTE: If you fail to provide relevant information when requested, we may not be able to allocate you to an appropriate service to meet your needs.

## Information sharing/recipients

We may share personal information about you with the following organisations/types of organisations:

- Organisations or Council teams delivering Early Help Services so that they can provide these services
- Children's or adults social services, Greater Manchester Police and other relevant organisations

As well as information collected directly from you, we also obtain or receive information from:

- Organisations (such as a school or GP surgery) who are making a referral to Early Help on your behalf, and with your consent
- Organisations which have delivered public services to you and family members included in the referral, in order to help us understand your needs and what support has previously been provided (e.g. social services, education services including schools, housing providers, drug and alcohol services, NHS services, Department for Work and Pensions). Information will only be shared where it is relevant to do so, and the level of information shared will be proportionate to the needs identified
- Greater Manchester Police, probation and youth justice services where the referral involves concerns about criminal or anti-social behavior.

## 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 involve human intervention.

## How long we keep your data

Information will be kept for ten years from when you stop working with the service or until you withdraw your consent. If you wish to withdraw consent please contact the Early Help Team on tel: 0161 770 6672 e-mail: [EarlyHelp.Team@oldham.gov.uk](mailto:EarlyHelp.Team@oldham.gov.uk).

## 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 in the council's privacy notice which can be found at [www.oldham.gov.uk/dataprotection](http://www.oldham.gov.uk/dataprotection).