



Privacy Notice

Children, education and family help services

SUMMARY

This document sets out BFFC's position in relation to privacy of the data it holds

OWNER

Compliance Group

VERSION

V1.6

DATE

September 2024

REVIEW

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Brighter Futures for Children
Civic Offices, Bridge Street,
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Company number 11293709



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Privacy Policy

This policy is intended to ensure that personal data is dealt with correctly and securely and in accordance with the DPA, UK GDPR and other related legislation. It will apply to information regardless of how it is collected, used, recorded, stored, and destroyed or deleted, and irrespective of whether it is held in paper files or electronically.

Providing accessible information to individuals about the use of their personal data is a key element of their legal right to transparency as set out in the UK GDPR regulation (UK GDPR).

Data Controllers and Data Processors are responsible for providing this information. The Company is classed as a data controller and may also be a data processor and as such, they have a duty to inform children, young people, families, and staff (known as Data Subjects) on how they process the data that is within their control.

If you have any queries in relation to data protection, please contact us at:
info@BrighterFuturesforChildren.org

Privacy Notice

As a children services organisation, we will need to collect individual information on children, young people, and families, as well as staff for several reasons. Our privacy notice details the purpose of the processing as well as the lawful basis for processing.

What personal data is held?

We only obtain and use the information we need to provide our services to you. In the course of our operations as a children's service organisation, providing support for a child, young person and their family, we collect different types of information depending on the circumstances. This may include but is not limited to the following:

- Personal information such as name, address, date of birth, contact details, passport details, birth certificates, unique personal identifiers such as NHS number, NI number, UPN.
- Characteristics information such as gender, age, ethnic group, disability, languages spoken.
- Family information such as family relationships and other data necessary for the provision of the service.
- Specific information such as Special Education Needs, disability data, medical information, educational information.
- Care and case details such as young carer details, registration details, references, bank details for carers/looked after children/care leavers/special guardianships/childminders/nursery day care settings.
- Other relevant details such as criminal proceedings, outcomes, and sentences and information about offences or alleged offences.

The Company also needs to collect, process, and hold information in relation to our workforce. The purpose of processing this data is to assist the Company in the running of the organisation as an employer. The categories of workforce information we collect, process and hold include but is not limited to:

- Personal information such as name, marital status, employee or employee number, national insurance number, contact details, bank account details, DBS information, next of kin and emergency contacts numbers.
- Contract and payroll information such as start date, hours worked, post, roles, salary, national insurance, pension benefits and tax status information.
- Recruitment information such as qualifications (where relevant subjects taught), training and professional membership, references, right to work and other information as part of the application process.
- Special categories of data including characteristics information such as gender, age, ethnic group, health data etc.
- Work absence information such as number of absences and reasons, details of periods of leave taken by you including holiday and other leave.
- Performance information such as appraisals, performance related information and other correspondence relating to disciplinary and / or grievances.
- Relevant medical information provided by you.
- Biometric and identify cards information.
- CCTV footage and / or images.
- Live streaming platforms or recorded meetings/sessions (you will be advised if meetings are recorded).


Special category personal information: Our service also needs to use sensitive personal data also called “special category data” which requires more protection to keep it safe. This is often information you would not want to be widely known and is very personal to you. It includes:

- sexuality or sexual health
- religious or spiritual or philosophical beliefs
- ethnicity
- physical or mental health
- trade union membership
- political opinions
- genetic or biometric data
- criminal history

Why we collect and use personal data?

We only obtain and use the information that is essential to run the Company’s operations as a children’s service organisation. Data collected is used to:

- Support children, young people, and families by carrying out specific functions for which we are responsible.
- Derive statistics to fulfil our statutory duties and returns and inform decisions such as the funding.
- Assess performance, set targets, and improve services.



We process personal information about children and young people we help, parents of children we help, witnesses and victims, offenders, and suspected offenders. This enables us to manage children and young people subject to an offending prevention programme as part of either a voluntary arrangement or a statutory order.

We also collect and use workforce data to:

- fulfil our statutory obligations as an employer.
- enable the development of a comprehensive picture of the workforce and how it is deployed.
- maintain accurate workforce records including emergency contact details and records of contractual and statutory rights.
- enable individuals to be paid and administer pension and other benefits.
- facilitate safer recruitment as part of our safeguarding responsibilities.
- operate and keep a record of absence management and other types of leave including maternity, paternity, and parental leave.
- obtain occupational health advice and to ensure we are meeting obligations under health and safety law.
- inform the development of recruitment and retention policies.
- improve the quality of teaching and learning through effective support and training.
- provide access to facilities such as building / room access, print facilities, library and catering facilities.
- to create IT accounts, manage user groups and secure our key learning technologies (Microsoft Teams etc.).
- support the work of the nationally recognized union bodies.
- to provide references.
- to be able to respond to and defend legal claims.

How will the data be stored?

Data detailed above will be stored in secure electronic management database systems, portals, spreadsheets stored on internal secure folders and accessed on secure encrypted laptops. All data is stored on secure servers. This privacy policy adheres to our company obligations, as set out in the Company's information governance framework. The Company's record retention policy details how long we will retain information and when the information will be deleted or destroyed.

What is the legal basis for the collection, use and storage of the data?

Data Protection law requires us to have a lawful reason (lawful basis) for processing the personal data we use. Our processing shall be lawful because at least one of the following will apply:

- a) the data subject has given consent to the Council or the Company for processing of their personal data for one or more specific purposes.
- b) the Company is required to collect, use and store data outlined in legislation. These include, but are not restricted to:
 - [The Care Act 2014](#)
 - [Children Act 1989](#)
 - [Special Educational Needs Code of Practice](#) statutory guidance relating to Part 3 Children and Families Act 2014

- [Crime and Disorder Act 1998 Section 115](#) and [Section 14 of the Offender Management Act 2007](#)
- [The Fostering Services \(England\) Regulations 2011](#)
- [Limitation Act 1980 section 2](#)
- [School Admissions Code 2021](#)
- [School Standards and Framework Act 1998](#)
- [School attendance: guidance for schools](#)
- [HMRC Compliance Handbook CH15400](#)
- [Education Act 1996](#)
- [Children and Families Act 2014](#)
- [Education and Adoption Act 2016](#)
- [Localism Act 2011](#)
- [Digital Economy Act 2017](#)
- [Welfare Reform Act 2012](#)
- [Section 17 of the Children Act 1989](#) and [Section 11 of the Children Act 2004](#)

Brighter Futures for Children also collects and provides information as required by the DfE, Ofsted inspection requirements and [MHCLG for Supporting Families Programme](#).

- c) processing is necessary to protect the vital interests (necessary to protect children from harm) of the data subject or of another natural person.
- d) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Company.

In relation to the data we collect, process, and retain for our workforce, the lawful basis we mainly use are:

- To fulfil a contract, we have entered into with you: for example, we need to collect and use your personal information to fulfil the terms of the employment contract we have with you including to be able to pay you and to administer benefits and pensions.
- We need to comply with the law (we have a legal obligation): for example, we collect and use workforce information under legal and statutory obligations within the Keeping Children Safe in Education (KCSIE) statutory guidelines. We are required to check employees' suitability to work with children, their entitlement to work in the UK and to comply with health and safety laws.
- We need to carry out a task in the public interest: For example, where the collection and use of workforce information is necessary for us to perform our role as a children's services provider and to deliver our public task of providing service to our children, young people, and families.
- You have given us consent to use it in a certain way (for example a photo of you for promotional purposes or on our website).
- We need to protect your vital interests (or someone else's interests). This relates to life and death situations.
- It is in ours, or a third party's, legitimate business interests to process the data. Where this is the case, we will ensure that we have considered whether our legitimate interests are overridden by your rights and freedoms as the worker or employee.

Data collected is used to:

- Enable us to carry out specific functions for which we are responsible.
- Derive statistics to fulfil our statutory duties and returns and inform decisions such as the funding.
- Assess performance, set targets and improve services.

We process personal information to enable us to manage children and young people subject to an offending prevention programme as part of either a voluntary arrangement or a statutory order.

We process personal information about:

- Children and young people we help.
- Parents of children we help.
- Witnesses, victims.
- Offenders and suspected offenders.

Details of how long the data will be stored and criteria used to determine this:

Children's services

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the creation and management of Child Protection Orders	Retain from date of birth of child for 75 years	Destroy	Arrangements for the Placement of Children (General) Regulations 1991	Statutory requirement
Allegation of a child protection nature against a member of staff working at a school, including where the allegation is unfounded	Until the person's normal retirement age or 10 years from the date of the allegation, whichever is longer, then destroy. if you find that allegations are malicious you should destroy the record immediately.	Destroy	(IRMS, 2019; Department for Education, 2022)	Statutory requirement
Child Protection case files	Retain from date of birth of child for 40 years	Destroy	Arrangements for Placement of Children (General) Regulations 1991	Statutory requirement

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
Children in Need files	Retain from date of birth of child for 40 years	Destroy	Arrangements for Placement of Children (General) Regulations 1991	Statutory requirement
Child Protection Register	Permanent		Arrangements for Placement of Children (General) Regulations 1991	Statutory Requirement
Register of Offenders Who Pose a Risk to Children	Retain for the period in which any person is assessed to pose a continued risk to children or until notification of death.	Destroy	Sex Offenders Act 1997	Statutory Requirement
All records relating to the care of children and young people in hospices	Retain from date of birth of child for 75 years	Destroy	Children's Homes Regulations 2001 reg.29	Statutory Requirement

Residential care

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to children who are resident in local authority children's homes	Retain from date of birth of child for 75 years	Destroy	Children's Homes Regulations 2001 reg.29	Statutory Requirement
All records relating to the administration of residential care for children and young people (excluding the register and client records)	Retain from year records created for 15 years	Destroy	Children's Homes Regulations 2001 reg.29	Statutory Requirement
Personnel records relating to the employees	Retain from year records created for 15 years	Destroy	Children's Homes Regulations 2001 reg.29	Statutory Requirement



Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
working in children's homes				
Register of admissions to local authority children's homes	Retain from year records created for 75 years	Destroy	Children's Homes Regulations 2001 reg.29	Statutory Requirement
All records relating to the provision of respite care for children and young people	Retain from date of birth of child for 75 years	Destroy	The English Children's Homes Regulations 2001	Statutory Requirement
All records relating to Child Death Reviews	Retain from date of report for 15 years	Destroy		Recommended
All records relating to Serious Case Reviews including the final report	Retain from date of report for 15 years	Destroy		Recommended
All records relating to the constitution and management of the Berkshire West Safeguarding Partnership Board	Retain from year records created for 4 years	Destroy		Recommended
All records relating to Shared Care for children and young people	Retain from date of birth of child for 75 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the management of Special Guardianship Orders	Retain from date of birth of the child concerned for 75 years	Destroy	Children Act 1989	Statutory Requirement

Fostering and adoption

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the management of	Retain from date of adoption order for 100 years	Destroy	Disclosure of Adoption	Statutory Requirement

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
the adoption process			Information Regulations 2005	
All records relating to the provision of foster care places by the local authority	Retain from date of birth of child for 75 years	Destroy	Arrangements for the Placement of Children Regulations 1991	Statutory Requirement
Records relating to the application for and implementation of a staying put order	Retain from date of birth of individual for 75 years	Destroy		Recommended
Application and case records of foster carers	Retain for at least 10 years from date of approval termination as a foster carer, or for at least 3 years if unsuccessful application / withdrawal during application process	Destroy	The Fostering Services (England) Regulations 2011	Statutory Requirement
Foster Carer Register	Permanent		The Fostering Services (England) Regulations 2011	Statutory Requirement

Children looked after

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
Records relating to the application for and implementation of a Care Order	Retain from date records created until 75th anniversary of the child's birth or 15 years after death if the child dies before age 18. Records should be destroyed at the end of the	Destroy	The Children's Homes Regulations 2001	Statutory Requirement



Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
	retention period. 75 years			
All records relating to the creation and maintenance of care plans for children looked after	Retain from date of birth of child for 75 years	Destroy	Children Act 1989	Statutory Requirement
All records relating to the provision of educational support for children looked after	Retain from date of birth for 75 years	Destroy	Arrangements for the Placement of Children Regulations 1991	Statutory Requirement
All records relating to the recruitment and management of independent visitors for children looked after	Retain from date of last contact with the independent visitor for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
Case files relating to Children Looked After	Retain from date of birth for 75 years	Destroy	Arrangements for the Placement of Children Regulations 1991	Statutory Requirement
Register of Children in the Care of the Local Authority	Permanent		Arrangements for Placement of Children (General) Regulations 1991 reg. 10	Statutory Requirement
Statutory complaints made about the provision of services for children in the care of the local authority	Retain from date of birth for 75 years	Destroy	Arrangements for the Placement of Children Regulations 1991	Statutory Requirement
All records relating to the provision of support for young people leaving care	Retain from date of birth for 75 years	Destroy	Arrangements for the Placement of Children (General) Regulations 1991	Statutory Requirement

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to supported employment for looked after children	Retain from date of birth for 75 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement

Support for children and young people

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the management of chaperones	Retain from last contact with the chaperone for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
Records relating to the application for and implementation of a child assessment order	Retain from date of birth of child for 40 years	Destroy		Recommended
All records relating to the administration of pre-crime prevention schemes	Retain from completion of the prevention programmes for 1 year	Destroy	Advice on Information Management in Youth Offending Teams (England) [Youth Justice Board 2011]	Statutory Requirement
All records relating to clients of family centres	Retain from last contact for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the financial management of family centres	Retain from year records created for 6 years	Destroy	HMRC - Compliance Handbook Manual CH15400	Statutory Requirement
All records relating to the management of buildings being used as family centres	Retain from year records created for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the provision of support for children and the families of children living	Retain from last contact with family for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement



Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
with HIV and AIDS				
All records relating to the creation and management of sensory rooms	Retain from creation of records for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the provision of speech, language and communication therapy to children (aged under 18 years)	Retain from date of birth of minor for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the provision of educational psychology services	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the provision of Portage Home Teaching services	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Recommended
All records relating to the provision of Primary Mental Health Worker services	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Recommended
All records relating to the provision of the Mental Health Support Team	Retain from date of birth of the pupil for 25 years	Destroy		Recommended
All records relating to the provision of Massage and Sensory Integration services	Retain from year records created for 6 years	Destroy	Limitation Act 1980 S.2	Recommended
All records relating to the provision of	Retain from year records created for 6 years	Destroy	Limitation Act 1980 S.2	Recommended



Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
Autism Support services				

Under 5s

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the creation of childcare sufficiency assessments	Retain from date childcare sufficiency assessment replaced for 3 years	Destroy		Statutory Requirement
All records relating to information and support for those interested in becoming a registered child minder and those already registered where there is financial involvement	Retain from year records created for 6 years	Destroy	HMRC – Compliance Handbook Manual CH15400	Statutory Requirement
All records relating to information and support for those interested in becoming a registered child minder and those already registered where there is no financial involvement	Retain from year records created for 3 years	Destroy		Best Practice
All records relating to training provided for those interested in becoming a registered childminder and those who are already registered	Retain from date award expires for 3 years	Destroy		Best Practice



Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to applications for and management of early education for 2 year olds	Retain from creation of records for 6 years	Destroy	HMRC – Compliance Handbook Manual CH15400	Statutory Requirement

Special Education Needs and/or Disabilities (SEND)

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the allocation and provision of home to school transport for special needs pupils	Retain from date transport provision ceases for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the development and implementation of special needs coordinated support plans	Retain from date of birth of child for 25 years	Destroy		Best Practice
All records relating to the allocation of school places to children with special educational needs	Retain from date of birth of child for 25 years	Destroy		Best Practice
All records relating to the management of special educational needs assessments	Retain from date of birth of child for 25 years	Destroy		Best Practice



Educational support

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the alternative provision of education for pupils who can't attend mainstream schools – pupil records	Retain from date of birth of pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the management of pupils schooled at home	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to Pupil Referral Units – pupil records	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement

Educational support – Health and welfare at school

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the provision of educational support to children who are in hospital	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the development and implementation of parenting contracts	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to psychological, psychiatric or social work services (not including child protection) in schools	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement



Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the management of school attendance and truancy	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the provision of school catering services	Retain from end of the contract for 6 years	Destroy	HMRC – Compliance Handbook Manual CH15400	Statutory Requirement
All records relating to the maintenance of health and safety in schools	Retain from year records created for 3 years and 4 months	Destroy	Limitation Act 1980 S.11	Statutory Requirement
All records relating to the provision of the school nursing service	Retain from year records created for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the supervision of medication administration in schools	Retain from date of birth of the pupil for 21 years and 4 months	Destroy	Limitation Act 1980 S.11	Statutory Requirement
All records relating to the reporting of accidents where the person concerned is under 18	Retain from date of birth of minor for 21 years and 4 months	Destroy	Limitation Act 1980 S.11	Statutory Requirement

Educational support – Pupil development and support

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the provision of educational psychology services	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the administration of	Retain from date transport ceases for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement



Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
school transport – where transport is provided				
All records relating to the provision of support for young people when leaving education	Retain from year records created for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the provision of support to pupils when moving between schools	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the allocation and management of work experience placements	Retain from date of work experience placement for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement

Schools – Curriculum and policy

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the exclusion of school pupils	Retain from date of birth of the pupil for 25 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the management of complaints in schools	Retain from date of resolution of complaint for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the appointment and management of School Governors	Retain from termination of service as a school governor for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
School registers of attendance	Retain from date of entry for 3 years	Destroy	Working together to improve school attendance	Statutory Requirement
All records relating to the creation,	Retain from year records created for 6 years	Destroy		Best Practice

implementation and management of schools forums				
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Schools – Extra-curricular activities

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the provision of extended schools activities	Retain from year records created for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the provision of school clubs and activities	Retain from year records created for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the administration of outdoor activity centres by local authorities	Retain from year records created for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement
School Visits: Parental Consent Forms where there has been a major incident	Retain from result of the investigation for 6 years	Destroy	Limitation Act 1980 S.2	Statutory Requirement

Schools – School admissions

Nature of Record	Retention Period	Action at the end of that period	Legislation	Reason
All records relating to the provision of information and school contact details	Retain from year records created for 1 year	Destroy	Limitation Act 1980 S.2	Statutory Requirement
All records relating to the allocation of primary school places	Retain from year records created for 1 year	Destroy	School Admissions Code 2012	Statutory Requirement
All records relating to the administration of school appeals	Retain from end of the appeal process for 2 years	Destroy	School Admissions Code 2015	Statutory Requirement

All records relating to the allocation of secondary school places	Retain from year records created for 1 year	Destroy	School Admissions Code 2012	Statutory Requirement
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Who will it be shared with and for what purpose?

We may share your information but is not limited to the following:

- Department for Education
- Reading Borough Council
- National Health Service
- Child Protection Information Sharing (CP-IS)
- Ofsted
- Schools
- Courts
- Police
- Probation
- Adopt Thames Valley (ATV)
- Youth Justice Board
- eGovonline (E-PEP)
- NCER – National Consortium of Examination Results
- IFA Consortia Board
- Foster Carers
- Fostering Agencies
- Central Government and other Local Authorities
- Ombudsmen and regulatory authorities
- Family, associates and representatives of the person whose personal data we are processing
- Berkshire West Safeguarding Children Partnership Board
- Other partner agencies if/when required, such as private voluntary organisations

Information will be shared due to statutory requirements, legal obligations, progress monitoring and tracking to determine service delivery.

Information will be shared internally if required for better performance and efficiency of company services and the welfare of service users.

How can a current or past service user get access to it?

The form for Subject Access Request (SAR) is [here](#). If you have any questions about SARs, you can email Reading Borough Council's customer relations team, which administers SARs on our behalf. The email address is: SarRequests@reading.gov.uk

We do not transfer data outside the EU. Where consent is required this will be sought. However, some data is required based on statutory requirements, where no consent is required.

Where applicable, the right to withdraw consent at any time will be applied except in the case of statutory requirements.



You have a 'right to be forgotten' so you can ask for your personal information to be deleted where:

- It is no longer needed for the reason why it was collected in the first place.
- You have removed your consent for us to use your information and we do not have to keep your information for legal reasons.

If we have shared your personal information with others, we will do what we can to make sure those using your personal information comply with your request for erasure.

We may not be able to delete your personal data if it is needed for legal reasons, for reasons of public health, public interest or for medical purposes.

What other rights does the service user have that we have to make known to them?

The right to have their data corrected, the right to have their data deleted and their right to put a complaint to the Information Commissioner's Office (ICO), alongside legal requirements.

Will there be any automated decision making?

There is no automated decision making within the Company (Brighter Futures for Children).

Caldicott Guardian, Children's Services

A Caldicott Guardian is a senior person responsible for protecting the confidentiality of people's health and care information.

The Caldicott Guardian for children's services is the Director of Children's Services.