

**How we store and use your personal information**

**Privacy Notice for people accessing Trafford Council’s Youth Engagement Service (incorporating Connexions, Talkshop, Street Talk, Outdoor Education Adviser, Youth Justice and other youth & family support services)**

Trafford Council is committed to protecting the privacy and security of your personal data. This document outlines how we collect and use information about you.

The law states that any personal information that we hold about you must be:

* Used lawfully, fairly, and in a transparent way;
* Collected only for valid purposes that we have clearly explained to you, and not used in any way that is incompatible with those purposes;
* Relevant to the purposes that we have told you about, and limited to those purposes only;
* Accurate and up to date;
* Kept only for as long as necessary for the purposes that we have told you about.
* Kept securely.

Trafford Council is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We do not share your information without consent unless the law allows us to do so. Your information will not be transferred or stored outside the EU.

As a multi-agency support service, we hold personal data on the service users who we are working with. This could relate to one or more of the following services Trafford Connexions, Talkshop, Street Talk, Outdoor education adviser service, Activity Agreement, Youth Justice and other youth and family support services under the Youth Engagement Service. This document applies to current and former service users – as we are required to retain data for specified periods after people have stopped using our services.

**Why we collect and process your personal data:**

We use your personal data to:

* enable us to carry out specific functions for which we are responsible
* derive statistics which inform decisions such as the allocation of resources and support (you cannot be identified in these statistics)
* assess performance
* and to set targets for our staff (you cannot be identified in this data)

**What sort of data do we hold?**

The type of information that we collect, process, hold, and share include:

• Personal information which could identify you (such as name, DOB, address and contact information, and unique identifier numbers).

• Characteristics (such as ethnicity, gender, special educational need, and assessment information)

• Ongoing notes about our work with you (such as interview notes, telephone calls made, appointments booked, contact with other professionals on your behalf etc.)

Additional data may be held on you depending on which service you are accessing – see the next section for more information.

**The lawful basis on which we hold this information:**

We will only use your personal information when the law allows it to do so. We will only use personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason, and that the reason is compatible with the original purpose.

The lawful basis for holding personal data for each of our service areas is as follows;

We collect and use information about young people attending schools (year 7-14) in the local authority area including young people from other boroughs educated in Trafford. We hold information about some Trafford young people including young people in care, care leavers and young people with special education needs or disabilities up to the age of 25 who may reside or attend education establishments in other local authority areas.

This data is collected and held in accordance with section 507B of the Education Act 1996, and enables us to provide an impartial career guidance and other support services.

Under parts 1 and 2 of the Education and Skills Act 2008, education institutions and other public bodies (including the Department for Education (DfE), police, probation and health services) may pass information to us to help us to support this provision.

We share children and young people’s data with the Department for Education (DfE) on a statutory basis under section 3 of The Education (Information about Individual Pupils) (England) Regulations 2013. This data sharing underpins school funding, educational attainment policy and monitoring - and enables them to; produce statistics, assess our performance, determine the destinations of young people after they have left school or college, and to evaluate Government funded programmes.

**Missing from home/care (MFH/C) 72 hour interviews, Child Sexual Exploitation (CSE) and Criminal Exploitation (CE):**

We collect and use information (via The Fostering Services (England) Regulations 2011. SI 2011 No 581. Regulation  13 (3),  to enable us to deliver the independent Missing from Home interview function in Trafford. We receive children and young people’s data from agencies who have identified a ‘missing from home incident’ – This is normally the police or social services. We receive referrals for young people who have been or are at risk of CSE/CE from a range of partner services and we provide voluntary mentoring and other support for these young people.

We hold information about young people who are involved with these services, including details of occasions when they went missing from home, were at risk and notes from our subsequent contacts with them. This information is recorded on the Social Care database or Early Help Module as the caseload record systems.

**Sexual health services, Teen Parent and Information Advice and Guidance services:**

We collect and use information to enable us to deliver a young person’s sexual health service in partnership with our commissioned clinical provider (Manchester Foundation Trust). This data includes details of sexual health needs and support offered. We also collect information to provide a range of targeted and drop in services for young people on a voluntary basis. This information is recorded on either the CORE database or the Early Help Module. MFT use their own NHS recording systems.

**DBS checks:**

We carry out Disclosure and Barring Checks (DBS) for potential staff and volunteers working for us. No one is DBS checked without their knowledge.

**How we keep your data safe and how long we keep it for:**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to people who have a business need to see it.

Trafford Council has put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

We hold client data for specified time periods which will depend on the service that clients request or have received and which database this has been recorded on. The schedule of time periods is available by contacting the Service Manager [andy.zilkha@trafford.gov.uk](mailto:andy.zilkha@trafford.gov.uk)

**Who we share your information with:**

We routinely share your data with organisations who can help you, or if we are required to do so by law. e.g.:

* Safeguarding – If we believe you or others are at risk of harm we may be legally required to share information with or without your consent (although we will endeavour to inform you of this process).
* Schools – We share statutory anonymised career destination information on ex-pupils after leaving school and specific data when we have permissions to do so.
* Training and Further Education providers – with your knowledge and on your behalf, we may share some of your data to support your applications to providers.
* Potential employers - with your knowledge and on your behalf, we may share some of your data as part of our support into work (applications CVs etc.
* Support services - we may share some of your data as part of our support work with you (e.g. sharing information to support benefit claims; sharing details with specialist service providers such as mental health support services, substance misuse support etc.). This data is shared with your knowledge and on your behalf unless we have a statutory requirement to share data, or if there is a safeguarding concern.

## What are my rights of access to my information?

You have the right to ask for access to any of the information that Trafford Council and the Youth Engagement Service teams hold on you. If you want to ask for this information please [contact Trafford's Data Protection team](http://www.trafford.gov.uk/about-your-council/data-protection/secure/subject-access-request-form.aspx) and fill out the online form.

You have the right to complain if your feel your information is not being used in the right way.  To begin with it may be better to speak with your adviser, youth worker or other main service contact.

If you do not want to do this you can [contact Trafford's Data Protection team](http://www.trafford.gov.uk/residents/contacts/secure/data-protection.aspx) and complete the online form and explain your complaint.

If you do not want to use the online form, you let Trafford Council know your complaint:

By phone: 0161 912 1327

By email: [data.protection@trafford.gov.uk](mailto:data.protection@trafford.gov.uk)

By post

Data Protection  
Trafford Town Hall  
Talbot Road  
Stretford  
M32 0TH

If you are not satisfied with your response from Trafford Council you also have the right to raise a complaint with the Information Commissioner’s Office. For further details on this and your information rights please visit the [Information Commissioner’s Office Website](http://www.ico.org.uk/)