

YOUR DATA, YOUR RIGHTS

Information about how Barnardo's processes your data

Barnardo's respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use it. This leaflet forms part of our Privacy Notice and explains how we use any personal information that you provide, or which is provided to us by third parties. The full version is available on our website at www.barnardos.org.uk.

This leaflet explains what data

Suffolk NDD Pathway Service

keeps about you and/or your family, what Barnardo's does with this data and your rights in relation to it.

The data Barnardo's records about you

Barnardo's holds personal data about you which may include your name, date of birth, email address, telephone number, school or organisation name, address, age, location, sex, gender, religion, language, ethnicity, sexual identity and whether you have a disability. We will also record information about your support needs and the service provided to you, including case reporting, plans and reviews, as well as your contact preferences and consents, if relevant.

In addition

Suffolk NDD Pathway Service

records the following information

We will also record information about the service provided to you, including case reporting, plans and reviews. Referral information, professional reports in connection to the referral, letters, and records of conversations had with self and/or professionals.

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We record your data so that we can make sure our services meet your needs.

The reasons why we keep a record of your data include;

- to help us decide how best we can help you;
- to record how we have worked with you;
- to assess how successful we have been in helping you and to report this to the organisations that are funding the work we do; and
- to meet relevant requirements of the law or regulatory bodies.

Under the General Data Protection Regulation (GDPR), and the UK's Data Protection Bill, we must have a legal reason to keep your data and process it. When Barnardo's provides you with a service, we will process your data under legitimate interest or public task. We do this because we cannot provide a service to you without using your personal information.

If Barnardo's uses CCTV to keep children, young people and staff safe we comply with the Information Commissioner's Office CCTV Code of Practice.

What is the source of the data that we record about you?

Information is received into Barnardo's from schools, health professionals, social care professionals, child and family themselves.

Information will be received electronically and saved immediately onto Barnardo's secure system. If needed postal information can be shared to Barnardo's, this will be scanned onto the secure system and shredded immediately.

The reasons Barnardo's keeps a record of your data

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- to help us decide how best we can help you;
- to record how we have worked with you;
- to assess how successful we have been in helping you and to report this to the organisations that are funding the work we do; and
- to meet relevant requirements of the law or regulatory bodies.

Under the law, we must have a legal reason to keep your data and process it. When Barnardo's provides you with a service, our legal reason will be legitimate interest or public task and if required (and where appropriate) we may also obtain your consent to process your data. Where we rely on your consent for processing, you have the right to withdraw your consent at any time. We do this because we cannot provide a service to you without using your personal information.

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Who might Barnardo's share your data with?

In order to provide you with a service, Barnardo's may share your data with the following people who may see your record;

- Barnardo's staff involved in providing you with the service and their managers,
- Barnardo's research staff in order to measure the difference we are making and improve our services for children,
- Inspectors from within Barnardo's and external regulators who might look at your record to check we are providing a quality service and meeting our legal requirements,
- Representatives of the commissioner (such as a local authority or health authority) where Barnardo's is delivering a service on behalf of another organisation. They would do this to assure themselves – and you – that our work is proceeding as it should.

We may also share it with the organisation that pays for your service or with external agencies that inspect our work. You will be given a Service Information Leaflet that will provide you more detail. We may be required to share your data with other agencies for legal reasons, a court order for example, or with other organisations if we believe that you are at risk of harm or may harm someone else.

There may be occasions when we will ask you for consent to use your data, for example; to help us inform the public about our work. If this is the case, we will explain to you exactly

- We may be required to share your data with other agencies for legal reasons, a court order for example, or with other organisations if we believe that you are at risk of harm or may harm someone else.

- There may be occasions when we will ask you for consent to use your data, for example; to help us inform the public about our work or for the purpose of academic research.

If this is the case, we will explain to you exactly what your data will be used for.

You can withdraw your consent at any time, and wherever possible, any of your data that has been used for publicity purposes will be deleted.

We may share your data with the NHS for the purposes of informing health policy and monitoring and improving care. To find out more, or opt-out, visit nhs.uk/your-nhs-data-matters.

- If we want to share your data with anyone who is not included in this list, we will inform you and, unless we have the legal grounds to share the data, we will seek your consent.

Who is legally responsible for your data?

Barnardo's is the Data Controller and is responsible for your data.

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What happens to your data when Barnardo's has stopped working with you?

Barnardo's will keep your data for a specified period of time once we have finished working with you, depending on the nature of the service and our legal obligations.

Barnardo's will keep your data for a specified period of time once we have finished working with you. Depending on the nature of the service and our legal obligations this will be a minimum of 6 years but can extend to 100 years for certain types of work. You will be given a Service Information Leaflet which will tell you exactly how long we keep your data and why. Sometimes Barnardo's is required to transfer your data to the local authority who have commissioned us to provide your service, or to another organisation providing you with a service. The Service Information Leaflet will give you more details about what will happen to your data.

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Your right to receive a copy of your data (Subject Access Request)

You are entitled to request a copy of the data that Barnardo's holds about you. This is available at no charge to you. Please ask your worker or make your request verbally or in writing to:

NDDadmin@barnardos.org.uk

You may also contact the **Data Protection Officer**, see details below. There is a form that you may use if you wish; your worker will provide you with a copy. It is also available on the Barnardo's website: www.barnardos.org.uk

We will endeavour to provide you with a copy of your data within a month. If for any reason this takes longer than one month, we will explain our reasons for the delay to you. If you have any concerns about the content of your record, you should contact the manager of the service you are working with or the **Data Protection Officer**, contact details below. We will correct any factual inaccuracies such as your date of birth or ethnicity. We will not usually change any record of actions and events, but your views about the content will be added to the record.

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Contact Us

If you would like more information about how your data is handled, to receive a copy of your data or make a complaint about the way Barnardo's is handling your data, please contact;

NDDadmin@barnardos.org.uk


Or


Data Protection Officer, at:

Barnardo's Head Office

Tanners Lane, Barkingside,

Ilford, Essex IG6 1QG

 **020 8550 8822**

 **dpo@barnardos.org.uk**

If you wish to lodge a complaint or seek advice from a supervisory authority please contact:

Information Commissioner


Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

 **01625 545 745**

 **ico.org.uk**

You can view Barnardo's Privacy Policy in full on the website: **www.barnardos.org.uk**