

Together for Children Family Portal Privacy Notice

Who are we?

Together for Children delivers children's services on behalf of Sunderland City Council.

We hold information about the children, young people, parents and carers who we provide services to. We look after this information carefully, and we always work to comply with relevant data protection legislation.

What records do we keep?

We keep information about you so we can check whether you and your family can request:

- free school meals
- a free early education place for a 2 year old child
- a free 30 hours childcare place for a 3 or 4 year old child

or

- an Education, Health and Care (EHC) Needs Assessment in relation to your child or young person's special educational needs

We also use your information to:

- let schools know about children who should receive free school meals
- confirm with schools and childcare providers which children can take up a free early education place for a 2 year old or a free 30 hours childcare place for a 3 or 4 year old child
- produce statistics and give information to other government organisations
- monitor and plan our services
- share with all partners, as part of the EHC Needs Assessment process and any recommended providers

The information we hold to deliver these services includes:

- your name and address
- your date of birth
- your gender
- whether you have parental responsibility for the child you are applying for
- your relationship to the child
- your National Insurance number
- your child/children's name and address
- your child/children's date of birth
- your child's ethnic origin and their first language
- the childcare provider or school that your child goes to or would like to go to
- the child or young person's special educational needs

We may collect this information about you in a number of ways. This could be information provided to us by you, such as filling in a paper form or making an online application or making an application through a school or childcare provider online.

What is our lawful basis for holding your personal information?

Together for Children will always have a lawful basis for using your personal data. We only request from you the information that is required to assess whether you can take up one of the entitlements available. We process your information as:

- we have a legal obligation to process the data
- we are carrying out specific tasks in the public interest which are laid down in law
- you have told us we can use your information as set out above

Whilst most of the information you provide to us is mandatory, some of it is provided on a voluntary basis. Required information will be highlighted as mandatory on all online forms.

To comply with data protection legislation, you can also tell us if you change your mind, and you no longer want us to process your information. You would need to email data.protection@sunderland.gov.uk, so that we can discuss how this change might affect applications that have already been processed.

What information do we share?

There are times when we need to share information with other teams within Together for Children and Sunderland City Council, and with external partners such as schools, colleges, social care and health, so that you receive the services you need.

Sometimes, the information we share is to produce statistics, so you will not be able to be identified from this information.

We will only share your information with other people or organisations in line with the law. By law, the organisations we share your information with, must keep it confidential and use it only for the purposes allowed.

We may share your information with the Department for Education (DfE).

We will usually ask for your permission to share your information. However, if information is needed as part of a criminal investigation, or when we need to protect you or other people from harm, we may share your information without your consent.

How long do we keep your records?

We will only keep your records as long as we have a business need for them, or as long as the law tells us to keep them. Data retention will be in compliance with statute and related regulations.

Your rights

Under data protection legislation, individuals have the right to request access to information we hold about them. If you are 12 years or over, we will usually consider you to be old enough to understand your rights and to make a Subject Access Request yourself, if you want to. If you are younger than 12, your parent will normally have to make a request on your behalf.

To make a request for your personal information, please contact: Access to Files Team, Sunderland City Council, Corporate Services, Civic Centre, Sunderland, SR2 7DN

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress

- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased, or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. You can contact Together for Children's Data Protection Officer at data.protection@sunderland.gov.uk

The contact details of our Data Protection Officer are:

Nick Humphreys
Data Protection Officer
Civic Centre
Burdon Road
Sunderland
SR2 7DN
Telephone: 0191 520 5555
Email: data.protection@sunderland.gov.uk

Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns>