



## Privacy Notice

Citizens Portal – Home to School Transport/School Admissions/Free School Meals/Clothing Grants/Free Child Care for Two year olds

We are committed to making sure that information is kept safe, stored securely and can only be used by the people who need it to enable us to offer your family the support and services that you require.

The safety and well-being of all our service users is of paramount importance to us. We adhere to Cumbria Local Safeguarding Children's Board (LSCB) safeguarding policies and guidelines and will at all times take action to ensure that children, young people and families are kept safe from harm. For further information, see Cumbria LSCB Guidelines at [www.cumbrialscb.com](http://www.cumbrialscb.com)

We recognise that families' needs change over time and sometimes extra help and support is needed. If you or someone who works with your child feels that he or she would benefit from extra support, an Early Help Assessment may be used. This is a separate process and will only be initiated with your agreement.

### **What information does the council collect about me?**

The Citizens Portal allows you to send information directly to Cumbria County Council's Children and Families Service, to enable you to request help or support regarding an application for Home to School Transport/School Admissions/ Free School Meals/ Clothing Grants and Free child care for two year olds.

You will be asked to provide the following 'personal data':

- your name,
- date of birth,
- contact details including postal or email address
- dependents details

Depending on the type of request made you may also be asked to provide additional 'special categories' of more sensitive personal information eg:

- information about your race, ethnicity and gender,
- financial information
- school details
- benefits received
- whether or not you have any additional needs.
- any health needs
- denominational information
- national insurance number
- national asylum support service number

This information will be recorded to determine eligibility for the services you and your family have requested, and we will record how we have supported you.

## **How is your personal data collected?**

The Local Authority will work with you to identify solutions, and to help us do this, external agencies may need to share you/your family's personal information, to ensure all relevant details are available when determining the type and level of support needed.

## **Why do I need to complete a Registration Form?**

Cumbria Children and Families Services keep a record of how many children, young people and families our services are reaching, and how services are helping the people that use them. This enables us to see whether the money that we are investing is being well spent and is contributing to people's lives in a positive way.

## **.Data Sharing**

The information you supply will be kept on a secure Cumbria County Council database and can be accessed by a number of authorised people within the Children and families Services. This will include Children and Families staff and professionals who are working with your family, where there is a valid reason for them to do so.

Your personal information will be deleted in accordance with our data retention policies

## How will we use information about you?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- **GDPR Article 6(1)(c)** processing is necessary for compliance with a legal obligation to which the controller is subject (see Applicable Legislation below), and
- **GDPR Article 6(1)(e)** 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 controller

## Relevant Legislation

- Childcare Act 2016
- Education Act 1996
- Free School Meals (Automatic Registration of Eligible Children) Bill 2015-16
- Home to School travel and transport statutory guidance

## Data Security

All of the information you give us will be kept safe and secure whether it is written or on a computer system. We will treat any personal information confidentially and will comply with the Data Protection Act 1998. This means that, if we keep any of your personal data we must:

- Tell you what information we need to collect from you
- Only use the information for the reason we have agreed with you
- Not ask for more information than we need to provide the services
- Let you see any information we have collected about you, on request
- Keep the information safe, secure and confidential
- Personal information will be deleted in accordance with our data retention policy

**Last Updated: May 2018**

