

Troubled Families Programme Privacy Notice

Introduction

This privacy notice explains how the Council uses your data to support families identified for support as part of the Troubled Families Programme. The Troubled Families Programme supports families with multiple and complex problems changing lives and services for the better. The Troubled Families data is sourced from other Council services such as the Family Service and external agencies and other voluntary provision who make referrals to the NCC Troubled Families team.

Who will be using your data?

Nottinghamshire County Council will be the data controller for the data you provide to us.

We may also contract third party organisations to process your data on our behalf (e.g. suppliers of business systems such as our Business Management System).

What personal data do we use?

- Name
- Age
- Date of Birth
- Gender
- Address
- Social Care ID
- Other ID numbers
- Employment and education information
- Family details
- Housing needs
- Parent/carer details
- Lifestyle and social circumstances
- Case file information

What types of special category personal data do we need from you?

- Racial or ethnic origin
- Social care support outcomes
- Physical and mental health details

We also process data about criminal convictions, criminal offences or related security measures.

Why do we use your data?

- For service delivery
- For service planning, training and improvement
- To prevent and detect crime or fraud

What legal reasons allow us to use your data in this way?

Our legal basis for processing your personal data is that it is necessary to perform our public tasks as a local authority.

Our legal basis for processing your special category personal data is that it is necessary for the provision and management of health or social care services and or necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law.

Our legal basis, for processing data about criminal convictions, criminal offences or related security measures to protect children from harm and provide necessary support. This is necessitated as part of a task carried out in the public interest under the official authority of the Council.

Who may we share your data with or receive it from?

- NHS agencies (GPs, Hospitals)
- Health organisations
- Welfare organisations
- Voluntary and charitable organisations
- Care Providers
- Service Providers
- Schools & Academies
- Education providers
- Government organisations (e.g. Department for Work and Pensions and Ministry for Housing, Communities and Local Government)
- The Police
- Housing associations
- Regulators

May personal data be transferred overseas?

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards or the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

How long is your data kept for?

This information is held in accordance with the Council's retention schedule – see [here](#).

What will happen if you do not provide or we cannot obtain the data needed?

- We could not provide the current level of service provision for children and families in the community.

Does the service make decisions using fully automated processes?

No.

What rights do you have over this use of your data?

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it the legal reason why we use your data).

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

Contact the Data Protection Officer:

If you have any concerns about how the Council is using your data, you can contact the Council's Data Protection Officer by writing to:

DPO@nottsc.gov.uk

Or

Data Protection Officer
Nottinghamshire County Council
County Hall
West Bridgford
Nottingham
NG2 7QP

Please see the County Council's privacy statement for further information:
<http://www.nottinghamshire.gov.uk/global-content/privacy>

Contact details of the Information Commissioner's Office:

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached, you have the right to complain to the Information Commissioner's Office at:

www.ico.org.uk

Or

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

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