

Can I see my records?

The GDPR allows you to find out about information we hold about you, on paper and computer records. If you make a **'Subject Access Request'**, we have to provide a copy of your records, free of charge, within one month.

This applies to all your personal records, although in certain circumstances access to your records may be limited, for example, if the records you have asked for contain information about another person.

Your records may be electronically transmitted directly to another organisation if you ask us to do this. For further details please contact the Data Protection Officer.

Do I have other rights?

From May 2018, the GDPR allows you other rights; for example to:

- Object to the continuing use of your personal information, e.g. if it is causing, or is likely to cause damage or distress
- Prevent your information being used for direct marketing
- Object to decisions being made by a computer/machine, rather than a person
- Have your records corrected if wrong, and/or ask us to restrict processing of your information i.e. say you want us to stop using it
- Ask us to erase your records, although there may be lawful reasons that override your request

Further information

If you would like to know more, or have any complaints about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us.

Please note that you are entitled to withdraw any consent that you have previously provided. You do not need to give reasons for your choices, but we may need to explain any impact on the ways in which we can continue to work with **you, your family and/or your child**.

Contact the Data Protection Officer:

Marie Blythe
The Bungalow Partnership

If you are not happy about what we do with your personal information, you can also complain to the Information Commissioner: <https://ico.org.uk/concerns/>

THE BUNGALOW PARTNERSHIP

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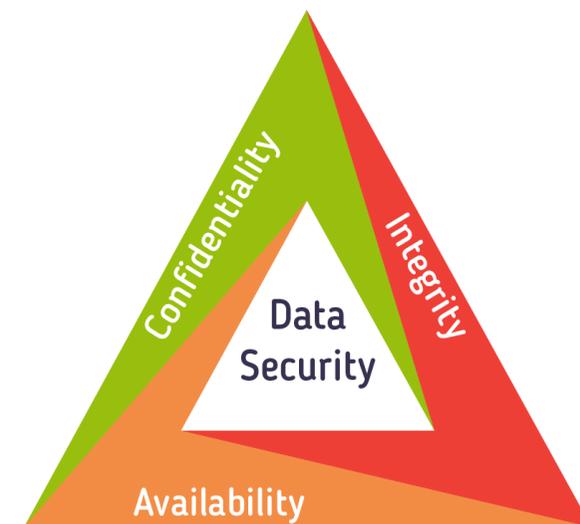
www.thebungalowpartnership.co.uk

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PRIVACY NOTICE

How we handle your personal data



Information for Parents/Carers

This leaflet explains why we ask for your personal information, how it will be used and how to access your data.

Why is information recorded about me?

You have agreed that we should work with **you, your family and/or your child**. We therefore need to use information about **you, your family and/or your child** to enable us to carry out specific functions for which we are responsible and to provide you with a service that will be beneficial. We receive information from the referring agency (usually a school) and from **yourself and/or your child**, and sometimes from other agencies who work with **you and/or your child** where this is relevant to our work and they have a lawful basis to share it with us.

We keep records about **you, your family and/or your child**. These may be written down (manual records), or kept on a computer (electronic records).

These records may include:

- **Personal details, e.g. name, address, date of birth, ethnicity, religion**
- **Referral information, care packages, medical reports, attendance records, minutes of meetings**
- **Therapeutic assessments, support plans and therapeutic reports,**
- **Characteristics e.g. special education, free school meals, looked after child**
- **Safeguarding information**

We recognize that some of this information is sensitive, and we will only collect and use such information with your specific consent.

What is this information used for?

It is in our **legitimate interests** to use your information to enable us to carry out our work. Under the GDPR, this provides the lawful basis for our information processing. Additionally, we obtain specific consent from you to process sensitive personal information.

Your records are used to:

- **Help us fully assess you, your family and/or your child's needs and provide the right kind of therapeutic support for each individual**
- **Monitor progress, assess quality of service, report on waiting lists**
- **Facilitate our welfare and safeguarding obligations towards children and their families**
- **With your consent, to tell you about events, resources or other organisations that we think may be useful to you, your family and/or your child. This is referred to as direct marketing**

If we need to use your information in any other way, we will ask for your specific consent to do so, unless we are required to use it in that way to comply with a legal obligation.

How long is this information kept?

In order to provide you, your family and/or your child with our services, we have to process your personal information for the duration of providing therapeutic support. When our work is related to an individual's health and well-being, we have an obligation to retain relevant information in-line with statutory retention periods.

Your records are kept secure in accordance with our legal obligations, either in locked cabinets (manual records) or password protected (electronic records).

Information sharing

Where it is necessary to help support **you, your family and/or your child**, we may share personal information, including sensitive information with your consent, with the following people/agencies:

- **Child's family and/or chosen representative, school, support provider**
- **Local education and/or health authority, social welfare organisations, professional advisers, bodies and consultants, MIND, CAMHS**

We will share information with the Police, courts, tribunals or other official bodies where we have a legal obligation to do so.

We may include anonymized summaries of information for the purposes of evaluation and monitoring, or reporting about our work as a charity. We will not identify individuals in evaluation and monitoring documents or organisational reports unless we have specific consent to do so. Any other sharing of information not covered above will only happen with your consent.