



Portsmouth's Family Support Privacy Notice

The information supplied by you as part of your Family Support Plan (FSP) will be placed onto an electronic database known as the FSP Portal, which is managed on behalf of services by Portsmouth City Council.

All personal information is processed in accordance with the Data Protection Act 2018.

The information you've shared as part of your FSP can only be viewed by those professionals for whom you've given consent for this to be shared with. The only exception to this is if:

- it's thought that a child is at risk of significant harm
- it's thought that an adult is at risk of significant harm
- it's thought the information could help prevent or detect a serious crime

The categories of child and family's information collected

The information held on the FSP portal will be the details that you have shared with your FSP Coordinator and will include:

- personal identifiers and contacts (such as name, contact details, address etc.)
- characteristics (such as ethnicity, language, disability etc.)
- services currently supporting you (such as health visitor, youth worker, probation officer etc.)
- the reason for your family support plan and your views against the aspects of life
- the actions in the plan you have agreed

Storing children and family's data

We hold personal data on secure systems and premises and retain it for no longer than necessary. All of our staff undertake mandatory information security and data protection training and understand their obligations with regard to data handling. Access to systems, networks and premises are strictly controlled. All technology is regularly tested to ensure the highest possible level of security.

Supporting Families Programme

In order to understand the difference that we are making in improving outcomes for children and families in Portsmouth we would also like to share this information with the Supporting Families Team within the local authority.

The Department for Levelling Up Housing and Communities is responsible for supporting families and improving services they receive from local authorities.

The Data Protection Act states that we must have a lawful basis or reason before we can start to collect or process your personal data. There are only 6 permissible reasons under the act which allows us to use your personal data and we must have at least one of these reasons, for the Supporting Families Programme the lawful bases are as follows:

Article 6: (e) Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

The Government wishes to understand whether the programme has been effective in helping improve the lives of families; whether it is a good use of public money; and the degree to which services improve over time.

As part of the programme, the local authority is required to share some information with the Government's nominated evaluation partner, the Office for National Statistics (ONS). This includes personal information on individuals and families (such as names and dates of birth) who have been assessed as meeting criteria for the programme.

The ONS will link this with information routinely collected by Government departments to develop a wider picture of the needs of families and the progress they have made. The results will be shared with the Government and Local Authorities but in an 'anonymised' form to protect families' privacy. Anonymised data is data that cannot be used to identify an individual.

All information gathered for the purposes of the programme will be retained for up to one year after the end of the programme to allow for evaluation. It will therefore be deleted when no longer needed under strict information security arrangements

If you do not wish for information about your family to be shared with the Supporting Families Programme, then you have the right to refuse permission. You just need to let the professional working with you know that you do not wish for your FSP to be shared with the Supporting Families Team.

Your rights and access to your information

- You have the right to request a copy of the information that we hold about you on the FSP Portal.
- You have a right to withdraw consent; however, this may affect the support services are able to offer your family.
- You have a right to request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- You have a right to request your data to be rectified if it is inaccurate or incomplete.
- You have a right to have your data transferred or copied should you move to another authority.

How do we keep personal information secure?

The information provided to us will be a secure storage system (FSP Portal) to which only authorised staff are allowed access. The information held within this system will be kept in line with our retention schedule and then disposed of as appropriate.

The City Council takes its data security responsibilities seriously and has policies and procedures in place to ensure the personal data held is:

- prevented from being accidentally or deliberately compromised;
- accessed, altered, disclosed or deleted only by those authorised to do so;
- accurate and complete in relation to why we are processing it;
- continually accessible and usable with daily backups; and
- protected by levels of security 'appropriate' to the risks presented by our processing.

How long do we keep hold of personal information?

Personal information collected by PSCP and processed by the City Council on behalf of the PSCP is subject to the City Council's records management policies and procedures and will be not kept in line with the Council's records retention schedule and as detailed elsewhere in this privacy notice.

For details of the Council's records retention schedule, visit the Council's website and search 'retention' - <https://www.portsmouth.gov.uk/>

Access to personal information

Under data protection legislation, individuals have the right to request access to information about them that we hold.

You also have the right to:

- to have your personal data rectified, if it is inaccurate or incomplete
- to request the deletion or removal of personal data where there is no compelling reason for its continued processing
- to restrict our processing of your personal data (i.e. permitting its storage but no further processing)
- to object to direct marketing (including profiling) and processing for the purposes of scientific/historical research and statistics
- not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you

To make a request for personal information, contact FSP@portsmouthcc.gov.uk

Please note that under the UK GDPR, there is a right to erasure but the right to erasure does not provide an absolute 'right to be forgotten'. Where the data being processed is for the purpose of 'performing a task in the public interest or for our official functions, and the task or function has a clear basis in law' (UK GDPR Article 6(1) (e)), this right does not automatically apply.

To request the removal of personal data, and for any data protection concerns, contact:

Data Protection Officer
Civic Offices
Guildhall Square
Portsmouth
PO1 2EA

dataprotection@portsmouthcc.gov.uk

Withdrawal of consent and the right to lodge a complaint

Where we are processing your personal data with your consent, you have the right to withdraw that consent. If you change your mind, or you are unhappy with our use of your personal data, please let your FSP Coordinator aware.

For any queries or concerns, to request details of our privacy policy and how we collect and use personal information, please contact the Council's Data Protection Officer at dataprotection@portsmouthcc.gov.uk or telephone 023 9268 8482

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Last updated

This version was last updated in October 2022

We may need to update this privacy notice periodically, so we recommend that you revisit this information from time to time.

Contact

If you would like to discuss anything in this privacy notice, please contact the Data Protection Officer at dataprotection@portsmouthcc.gov.uk or telephone. 023 9282 2251