

Cheshire West & Chester Council

Privacy Notice



Why have I been given this leaflet?

This leaflet has been written to tell you how the agencies delivering public services in West Cheshire may use your personal information. All agencies have to tell people how they might use your information and give you the choice to say yes or no to using your information.

Who will own my data once I submit it?

The organisation who has asked for your information will own it. For example if a professional working for Cheshire West and Chester Council (CWAC) speaks to you for data then CWAC will own the information you share. If you speak to the police then Cheshire Constabulary will own the data. There are a large number of services working together in West Cheshire to provide better help and support for local people. Services include the council, health agencies, schools, the police, probation and housing providers.

Why do you need my information?

We may need your information to:

- **help us understand what help you may need**
- **be able to tell other public services what support you need from them**
- **make sure the services you currently work with know what is happening**
- **make sure the services you receive are effective and help people across West Cheshire**
- **help the Government improve services across the country in the future**

What allows you to use my information?

In most cases a professional you are already working with will speak to you about sharing your information. They will ask for you to sign to say you are happy to give consent. If you sign we are allowed to use your information, however you have the right to withdraw your consent at any time if you change your mind.

There may be times when the law requires us to share information without asking for your consent, for example if someone is at risk or to prevent crime and disorder.

Examples of statutory guidance include:

- **The Crime and Disorder Act 1998 section 115**
- **The Children's Act 1989 section 17**
- **The Children's Act 1989 section 47**
- **The Children's Act 1989 schedule 2 part 1**
- **Criminal Justice and Court Services Act 2000**
- **Children Act 2004 section 10**
- **Children Act 2004 section 11**
- **Welfare Reform Act 2012**



What information will you share?

We might need to share some or all of the information listed below.

- **Your name, address and date of birth**
- **Details of who you live with and who is part of your family**
- **Details of your involvement with our partner agencies, both in the past and currently**
- **An assessment of what support you need now and how we can help you in the future**
- **Health Services**
- **Council Support Services**
- **Police and Probation**
- **Housing Providers**
- **Cheshire Fire and Rescue**
- **Drug and Alcohol Support Services**
- **Domestic Abuse Services**
- **Department for Communities and Local Government**

We will only share information that is relevant to your needs so we can make sure you receive the support you require.

Who will my information be shared with?

Depending on the type of support you need, some of the agencies listed here might share your information. Information is only shared with partners who would be able to provide you with support.

Do I have to provide this information and what will happen if I don't?

There may be times when the law requires us to share information without asking for your consent.

This is explained under the 'What allows you to use my information' section.

You do not have to share your information if there are no legal reasons to do so. If you do not want your information shared then the partner agencies involved will respect that decision, but this may mean we can't provide all the services you need.

If you have given consent and change your mind at a later date you can contact i-ART via the details below and tell us. We will stop sharing your information when you ask us to.

i-ART – Integrated Access and Referral Team
Wyvern House
Winsford
CW7 1AH
Telephone: 0300 123 7047



How long will you keep this data for and why?

If we collect your information before your 18th birthday we will keep your data until you have reached the age of 25. If you are over 18 we will keep any information you share with us for six years.

How will my information be stored?

Your information will be stored securely and kept in confidence. It will only be seen by members of staff who need to see it so we can provide the services you need.

The information could be stored either electronically, in hard copy or using both systems. The electronic system we use to record information is called eTAF – electronic Team Around the Family.

All agencies involved will make sure that your information is properly looked after and kept up to date for the length of time that we are using it to support you and your family.

What rights do I have when it comes to my data?

You have the right to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access.

To request a copy of your data or ask questions about how it is used, please download a copy of our form from

http://inside.cheshirewestandchester.gov.uk/find_out_more/data_protection and send it to:

**Data Protection Officer
HQ**

**Nicholas Street
Chester CH1 2NP**

Or email: dpawest@cheshirewestandchester.gov.uk

Who can I complain to if I am unhappy about how my data is used?

You can complain directly to the Council's Data Protection Team by writing to: -

**Data Protection Officer
HQ**

Nicholas Street

Chester CH1 2NP

Or emailing:
dpawest@cheshirewestand
chester.gov.uk

You also have the right to complain to the Information Commissioner's Office using the following details: -

**The Information Commissioner's
Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 08456 30 60 60 or
01625 54 57 45

Website: www.ico.org.uk

used to take automated decisions about me?

No we will not use your information to make automated decisions about you.

Will my data be transferred abroad and why?

No we will not transfer your data abroad.

Contact us

If you have any questions or want further details of how we handle your information please contact us at:

**i-ART - Integrated Access and
Referral Team**

Wyvern House

Winsford

CW7 1AH

Telephone: 0300 123 7047

Will this information be

Accessing Cheshire West and Chester Council information and services

Council information is also available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, in another language or require a BSL interpreter, please email us at

equalities@cheshirewestandchester.gov.uk

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলেন।

Pokud byste požadovali informace v jiném jazyce nebo formátu, kontaktujte nás

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innej formie, prosimy dać nam znać.

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਵੋ।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

Tel: 0300 123 8 123 **Textphone:** 18001 01606 275 757

email: equalities@cheshirewestandchester.gov.uk

web: www.cheshirewestandchester.gov.uk