

PRIVACY NOTICE TEMPLATE

The London Borough of Hounslow is committed to protecting and respecting your privacy. Through this Privacy Notice we have sought to be as transparent as possible and fully explain how your personal data is held and processed.

This privacy notice applies to services provided by Hounslow Children's Safeguarding Partnership and tells you what to expect us to do with your personal information.

If you have any questions about this privacy notice or any concerns about how we process your data, please contact InformationGovernance@hounslow.gov.uk

The privacy notice will continue to be monitored and updated and recirculated as and when amendments and updates are made.

What type of information we have

We currently collecting and processing the following information as part of the training booking process:

- Name
- Job role
- Email address
- Team
- Organisation

How do we get your information?

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- you may give us your personal data by filling in forms or by corresponding with us by post, phone, email.
- You may provide personal data when you sign up to enquire about council provided service, request information, complete a survey, give us feedback or make a complaint
- You may provide personal data as part of the training booking process

If it is not disproportionate or prejudicial, we'll contact you to let you know we are processing your personal information.

Our Lawful basis for processing your information

The lawful basis we rely on for processing this information is

- Public Task

Why we need your information (purposes of processing)

The personal data we collect will be used for the following purposes:

- To provide you with a place at a training event, a place on a waiting list for a training event and to update you regarding changes and cancellations to training events
- To share with the train facilitators for the purposes of monitoring attendance, sharing feedback, information and resources, and in order to share electronic calendar invites, with participants for online training.
- To request training evaluation feedback, following attendance at training events

Who your information may be shared with (internally and externally)

We share your information with:

- Hounslow Safeguarding Children's Partnership and Children's Social Care staff who are arranging and/or facilitating training and external training providers and organisers

There will be times when we are under a legal duty to share information. This includes, but is not limited to:

- disclosure under a court order
- sharing with the Ministry of Justice for inspection purposes
- sharing with the police for the prevention or detection of crime
- where there is an overriding public interest to prevent abuse or serious harm to others
- disclosure to a Regulator if we identify a situation of potential misconduct or if the information is requested

We will strive to ensure that any personal data in our care will be kept safe and that where your information is disclosed to a third party working on our behalf, we will seek to ensure that they have sufficient systems and procedures in place to prevent the loss or damage of personal data.

How long we keep your information

We keep your booking details for 18 months.

We will then dispose your information in the most secure manner possible.

Transfers to third countries

All the information you provide us is held within the UK & European Economic Area

Business Intelligence, Profiling and Analysis

We may analyze your personal information to improve the council's services for the following purposes:

- undertake statutory functions efficiently and effectively
- service planning by understanding your needs and your community's needs and to provide the services that you or your community request

- understanding what we can do for you and your community and inform you of other relevant services and benefits
- help us to build up a picture of how we are performing at delivering services to you and what services the people of Hounslow need
- analysis of costs and spend of services we provide so that we can ensure better and efficient use of public funds

The council is committed to using pseudonymised or anonymised information where practical, and in many cases this will be the default position.

Pseudonymisation is a procedure by which the most identifying fields within a data record are replaced by one or more artificial identifiers, or pseudonyms. There can be a single pseudonym for a collection of replaced fields or a pseudonym per replaced field. An example of this is your National Insurance number or Council Tax Reference number.

Anonymisation is the process of removing identifying particulars or details. This means that the data cannot be linked back to identify you.

Data Matching and Auditing

We are required by law to protect the public funds we administer. We may use the information you provide to us for the prevention and detection of crime. We may also share this information with other bodies that are responsible for auditing or administering public funds including the Department for Work and Pensions, other local authorities, HM Revenue and Customs and the Police.

The council uses data matching as a way of processing large volumes of information. While this can be a useful way of detecting fraud, it also enables us to identify information that is inaccurate or out of date, helping us comply with Data Protection law, while improving service provision.

As part of the council's fraud prevention and detection activities, the council participates in the National Fraud Initiative (NFI). The data matching exercise is run by the Cabinet Office. You can find more information about this at the link below:

https://www.hounslow.gov.uk/info/20110/open_data_and_information_requests/1365/data_protection/5

Your data protection rights

	Right to Rectification	Right to Erasure	Right to Restrict Processing	Right to Data Portability	Right to Object
Consent	✓	✓	✓	✓	✓
Contract	In <i>limited</i> circumstances			✓	

	(e.g name/age is incorrect)				
Legal Obligation	In <i>limited</i> circumstances (e.g name/age is incorrect)				
Vital Interests	✓				
Public Task	In <i>limited</i> circumstances (e.g name/age is incorrect)				✓
Legitimate Interests	✓	✓	✓		✓

Remove this table

The rights available to you depend on our reason for processing your information. For further information about your data protection rights and how to make a request, please see '[Your rights](#)'

Your right to make a complaint

The Council tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you want to make a complaint you can contact us on:

Complaints Team
London Borough of Hounslow
Hounslow House,
7 Bath Road,
TW3 3EB

Data Protection Officer

The Council's Data Protection Officer can be contacted on:

InformationGovernance@hounslow.gov.uk

Information Governance Team
London Borough of Hounslow
Hounslow House,
7 Bath Road,

TW3 3EB

Information Commissioner's Office

The Information Commissioner is the UK's independent body set up to uphold information rights.

If you would like to know more about your rights under the Data Protection law, and what you should expect, visit the Information Commissioner's website: <https://ico.org.uk/>

If you have any concerns regarding any privacy practices or about exercising your Data Protection rights, you may contact the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow Cheshire
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745

Email: casework@ico.org.uk

A full list of what information we control and process and for what purposes is set out in our notification with the Information Commissioner's Register of Data Controllers. Our registration number is Z5761176. You can view our registration on the Information Commissioner's website.

Last updated: 9th Oct 2023