

Privacy Notice

Family Help - Partnership and Assurance

We are committed to making sure that information is kept safe, stored securely and can only be used by the people who need it to enable us to offer your family the support and services that you require.

The safety and well-being of all our service users is of paramount importance to us. We adhere to Cumberland Safeguarding Children's Board (CSCB) and Safeguarding Adults at Risk safeguarding policies and guidelines and will at all times take action to ensure that children, young people and families are kept safe from harm. For further information, see Cumberland Guidelines at [Procedures | Cumberland Safeguarding Children Partnership](#) and [Cumbria Safeguarding Adults Board | Cumbria Safeguarding Adults Board](#)

We recognise that families' needs change over time and sometimes extra help and support is needed. If you or someone who works with your child feels that he or she would benefit from extra support, an Early Help Assessment may be used. This will only be initiated with your agreement.

This notice explains what the council will collect, who it will be shared with, why we need it and how we will use it. The council will continually review and update this Privacy Notice to reflect service changes, feedback from service users, and changes in the law.

The council is also required to comply with the data protection principles as laid out in the UKGDPR, to ensure that personal data is:

- processed lawfully, fairly and in a transparent manner
- collected for specific, explicit, and legitimate purposes
- adequate, relevant, and limited to the purposes for which it was collected
- accurate and up to date
- kept for no longer than is necessary for the purpose(s) for which it was collected
- secured using appropriate technical or organisational measures

What information does the council collect about me?

Cumberland Council, Family Help Team, Partnership and Assurance, work with children, families and partner agencies to put the right support in place at the right time. See Family Help and Prevention Strategy 2024-2027 [Cumberland Family Help and Prevention Strategy 2024-27.pdf \(PDF, 13.68MB\)](#)

The strategy sets out how we will make the right help and support available, at the right time, for all our families to build confident, healthy and thriving communities across all of Cumberland.

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What type of personal information do we collect and how do we collect it?

In order to provide you with high quality and safe services which are relevant to your needs, the Council will collect and hold information about you. This may include:

- Basic details such as your name, address, date of birth
- Parents/carers, family members - name, address, contact details
- Copies of your family Early help Assessment and Action Plan, including reasons for support, members of your Team Around your Family and reasons for closure of your Early Help Assessment.
- Housing records
- Education records
- Police reports
- Information from the Youth Offending Service
- Information from other professionals who may be involved with you e.g. CAMHS, substance misuse, speech and language
- Information about victims of youth crime

We also collect the following special category data:

- Gender
- Ethnicity
- Religion
- Medical information
- Information from other professionals who may be involved with you e.g. CAMHS, substance misuse, speech and language

We collect information about you in the following ways:

- Face to face
- By secure email and secure online forms.
- By post
- By telephone

Data Sharing

The information you supply will be kept on a secure Cumberland Council database and can be accessed by a number of authorised people within the Service. This will include staff and professionals who are working with your family, where there is a valid reason for them to do so.

We will only share relevant information about you with other services when they are involved in your care and support or where there is a legal basis for doing so. There are a range of professionals who may be involved in providing services to you and where appropriate will be provided with relevant information about you. Agencies we may need to share information with include the following:

- Education establishments
- Teams internal to Cumberland Council
- Health, e.g. GP's, Midwives or Health visitors
- Other agencies supporting your child and family as agreed by you.

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There are other times not linked to your care and support where we may need to share your information lawfully. These include:

- Where there is a serious risk of harm to you or to others
- Where there are concerns for the welfare of a child
- For the Prevention or detection of crime
- Where a court order requires us to share information about you

How will we use information about you?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances, under Article 6 of the UK GDPR:

- **Article 6(1)(a)** you have provided us with your consent
- **Article 6(1)(c)** processing is necessary for compliance with a legal obligation to which the controller is subject (see Applicable Legislation below),
- **Article 6(1)(b)** processing is necessary for the performance of a contract to which the data subject is party
- **Article 6(1)(e)** processing is necessary for the performance of a public task
- **Article 6(1)(d)** processing is necessary in order to protect the vital interests of the data subject or of another natural person
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To use your special category data, we need an additional condition under Article 9 of the UK GDPR. The conditions we may rely on are:

- **Article 9(2)(a)** you have provided us with your explicit consent.
- **Article 9(2)(b)** the processing is 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.
- **Article 9(2)(c)** processing is necessary to protect the vital interests of the data subject or another natural person.
- **Article 9(2)(d)** processing is necessary in order to protect the vital interests of the data subject or of another natural person.
- **Article 9(2)(f)** processing is necessary for the establishment, exercise or defence of legal claims.
- **Article 9(2)(g)** processing is necessary for reasons of substantial public interest.

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Relevant Legislation

Acts of Parliament

[Children Act 1989](#)

[Care Standards Act 2000](#)

[Children \(Leaving Care\) Act 2000](#)

[Adoption and Children Act 2002](#)

[Children Act 2004](#)

[Education and Inspections Act 2006](#)

[Safeguarding Vulnerable Groups Act 2006](#)

[Children and Young Persons Act 2008](#)

[Equality Act 2010](#)

[Children and Families Act 2014](#)

Data Security and Retention

All of the information you give us will be kept safe and secure whether it is written or on a computer system. We will treat any personal information confidentially and will process data in accordance with the UK GDPR and Data Protection Act 2018.

The council is required by UKGDPR Article 32 to ensure that appropriate organisational and security measures are in place to protect your personal data.

Security measures include: anonymisation, pseudonymisation, encryption, access controls on systems, regular testing of our systems, security training for all employees, and internal policies and procedures.

We will only store your information for as long as is legally required, in accordance with the initial purpose of collection, and in accordance with the council's Retention and Disposal Schedule or in situations where there is no legal retention period established best practice will be followed.

When calculating the appropriate retention period for your data, we consider the nature and sensitivity of the data, the purposes for which we are processing the data, and any applicable statutory retention periods. Using these criteria, we regularly review the Personal Data which we hold and the purposes for which it is held and processed.

When we determine that Personal Data can no longer be retained (or where we must comply you request us to delete your data in accordance with your right to do so) we ensure that this data is securely deleted or destroyed.

To help you understand the Schedule the council has published a Retention Schedule - Quick User Guide.



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If you experience any problems in relation to your personal data or you see something that doesn't look right, contact the council by email at: databreaches@cumberland.gov.uk.

Transferring data outside of the European Economic Area

We do not transfer any personal data outside of the European Economic Area (EEA). All personal data collected and processed by us is stored and maintained within the EEA, ensuring compliance with applicable data protection laws, including the UK GDPR.

If you have any questions about our data storage and transfer practices, please contact us using the details provided in this Privacy Notice.

Your Rights

You have rights under the data protection legislation and, subject to certain legal exemptions, we must comply when you inform us that you wish to exercise these rights. There is no charge, unless your requests are manifestly unfounded or excessive. In such circumstances, we may make a reasonable charge or decline to

act on your request. Before we action your request, we may ask you for proof of your identity. Once in receipt of this, we will process the request without undue delay and within one calendar month. In order to exercise your rights please contact the Data Protection Officer at Email: dataprotection@cumberland.gov.uk
Post: Cumbria House, 117 Botchergate, Carlisle, Cumbria, CA1 1RD

You can contact us if you wish to complain about how we collect, store and use your Personal Data. It is our goal to provide the best possible remedy with regard to your complaints.

However, if you are not satisfied with our answer, you can also contact the relevant competent supervisory authority. In the UK, the relevant supervisory authority is the ICO, contact details of which can be found below.

Your rights in connection with personal information are set out below:

Subject Access Request - You have a right to receive a copy of all the Personal Data we hold about you.

Rectification - If any of the Personal Data we hold about you is incomplete or inaccurate, you have a right to have it corrected.

Erasure - This is also known as the “right to be forgotten”. You have a right to ask us to delete your Personal Data where there is no good reason for us continuing to process it. However, certain criteria apply and if we have a legitimate reason to continue processing your personal data, we will not be legally required to delete it.



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Objection - You have a right to object where we are relying on legitimate interests as our legal basis for processing your Personal Data but, in certain circumstances we may be able to continue with the processing. For example, if we have compelling

legitimate grounds which override your interests, rights and freedoms or your personal information is needed for the establishment, exercise or defence of legal claims. However, you have an absolute right to object to us processing your Personal Data for direct marketing purposes.

Restriction - You have a right to ask us to restrict the processing of your Personal Data in certain circumstances. For example, you may require us to suspend processing information about you whilst checks are made to ensure it is accurate.

Portability - You have the right to ask us to transfer any Personal Data you have provided to us to another party, subject to certain criteria being satisfied. We will provide this Personal Data in a structured, commonly used and machine-readable format.

Right to withdraw consent - If you have given us your consent for the processing of your Personal Data, you can withdraw this at any time. Please note, the withdrawal has no effect on the legality of the data processing carried out in the past on the basis of your consent. To exercise your right to withdraw consent contact us at Email: dataprotection@cumberland.gov.uk

Post: Cumbria House, 117 Botchergate, Carlisle, Cumbria, CA1 1RD

Right to complain - If you are unhappy with the way in which your personal information has been or is being processed, you have the right to make a complaint about it to the Information Commissioner's Office (ICO). They can be contacted at:

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

www.ico.org.uk

Other Important Information

Last Updated: 01-09-2025