



Privacy Notice for Service Users and their Parents/Carers

Introduction

New Forest Care Ltd is committed to protecting your privacy.

This privacy notice explains: how New Forest Care Ltd collects, uses and shares your personal data; your rights in relation to the personal data we hold; and how we protect your privacy.

New Forest Care Ltd is the controller of your personal data and complies with the requirements of the General Data Protection Regulation (GDPR) and related UK data protection legislation.

The types of personal and sensitive information that we may hold about you and process includes (but is not limited to):

- Personal information (such as name, date of birth, home address and contact details).
- Characteristics (such as gender, race, ethnicity and disability).
- Historical information including: chronology, background referral information, previous assessments, meeting minutes, LAC care plans, EHCP, health/ medical records provided to us, educational records, individual support plans, risk assessments, criminal convictions, communications with professionals including health, your placing authority and other services like the police, youth offending teams, schools, colleges or previous placements. (This list is not exhaustive).
- Case file information and all records made during your/your child's time at New Forest Care within our residential, education or therapy services. This includes: key information required to be able to deliver our services safely and efficiently such as; referral, admission & discharge information, consents, your legal status, finance information & contracts, placement assessments, care planning and review, contact information, educational information, health and medical reports / information, risk assessments, photos, significant/day to day events, safeguarding information (such as court orders), behavioural information, notifications made and achievements (this list is not exhaustive). This information may be recorded on paper or electronically.

Why we collect and use this information

- a) We use this personal data to:
- b) Help to support to you/your child and monitor progress.



- c) Provide you/your child with individual packages of care, education and therapy to meet your/your child's needs.
- d) Legal obligation: where we have a legal obligation, to ensure we comply with the law.
- e) Vital interests: We will process your personal data when it is necessary to protect your/your child's safety, health and wellbeing (or someone else's interests).
- f) Public task: the processing of this personal data is required for us to perform a task in the public interest or for us to carry out the official functions delegated to us by your placing authority.
- g) Legitimate interests: the processing is necessary for New Forest Care's legitimate interests and your interests and rights do not override those interests.
- h) Evaluate and improve our policies, procedures and practice.

Collecting this information

We usually collect personal information via contact with you, your family/carers, the placing authority, previous education or social care placements, health professionals or third parties who have been working alongside you/your child.

Storing your personal data

New Forest Care Ltd is committed to protecting the privacy and security of your personal information. We hold data securely for the set amount of time as required by law. Paper files are stored in a locked cabinet, within a lockable room. Computer records are safeguarded and backed up with up to date security software and passwords are in place to prevent unauthorised access. When you leave our services, paper records may be scanned and maintained electronically for the set time as required by law.

Who we share this information with

We would routinely share some of your information with:

- Ofsted / the Department for Education (DfE)
- Your placing authority / parents or carers (if involved)
- Professionals, Consultants and staff working with / or for us and involved in your assessments or ongoing support
- The NHS /CCG
- The independent person who inspects the children's homes



- Others as necessary (such as the police, examinations board, local authority if you are placed within our residential homes etc)

We do not share information about you with anyone without consent unless the law and our policies allow us to do so.

Requesting access to your personal data

Under data protection legislation, parents, carers and children have the right to request access to information that we hold about them. To make a request for your personal information, contact a senior member of staff at New Forest Care in the first instance.

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for the purpose of direct marketing.
- In certain circumstances, have inaccurate personal data corrected, erased or destroyed where there is no good reason for us to continue to process it.

If you have a concern 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/>

Contact:

If you would like to discuss anything in this privacy notice, please contact: Leisa Quigley, Data Protection Officer, on 02380 817040 or email: dpofficer@newforestcare.co.uk