

Children and Young People's Version

What do we do with information about you?

When we work with you and your family, we need to collect information about you so that we can help in the best way possible. Teams collect information for different reasons, which include:

- Knowing who we are working with and why
- Supporting the staff who are working with you
- Giving you important information, for example about your health and wellbeing
- Keeping you and your family safe from harm
- Providing you with the right education
- Helping to prevent crime
- Asking you for feedback

Because we collect and look after this information, what we call data, we are known in law as a Data Controller. There is a special person at the council whose job it is to protect the data that we control so that only the right people can see it. This person is called the Data Protection Officer.

The law says that we must collect data properly, in a way that is fair and legal.

The legal bits

One of the jobs of the government is to make laws that help society to work properly. Some laws mean that we must collect and keep data about children so that they can be kept safe from harm. We must follow the law and because of that we have a duty to collect and keep information about children when they and their families need help.

Most of the time, we need to get your permission to work with you and your family, but not if the law says that we must get involved when you need help at home or with your health and education.

Who do we share information with?

Sometimes, but only when we really need to, we will share information about you and your family with others. This could be any organisation that works with people - but we must have very good reasons to do this.

How long can we keep information about you for?

We will keep information about you for no longer than is necessary, and no longer than the law says we must.

You have rights!

Something called the General Data Protection Regulation 2016 explains your rights. These include the right to see information we keep about you, the right to complain, and the right to say when you are unhappy about how we are using your data.

Got questions or confused?

If you are not sure what all this means, you can ask the person working with you to explain, or you can contact us by writing to the Data Protection Officer at Information Governance, Wiltshire Council, Bythesea Road, Trowbridge, Wiltshire BA14 8JN. Or you can email dataprotection@wiltshire.gov.uk or phone 0300 456 0100.