

A photograph of a man and a young boy playing soccer in a park. The man is on the left, wearing a blue and white plaid shirt over a white t-shirt and khaki shorts. He is smiling and looking down at the boy. The boy is on the right, wearing a light blue plaid shirt over a white t-shirt and white shorts. He is running towards the man, holding a soccer ball. The background is a lush green park with trees and a blurred crowd of people.

Children and Young Person's **Privacy Notice**

This leaflet makes you aware of how and why your personal data will be used, which is mainly for the purposes of recording your care journey with us.

About Five Rivers Child Care

Who are we?

We are Five Rivers Child Care Limited and we and other companies in the Five Rivers Group are responsible for your personal data.

As mentioned above this leaflet explains how and why we collect and use your personal data.

What is personal data and what kinds of personal data do we hold about you?

Personal data is information about you such as your name, date of birth and address.

In connection with your stay with us, we will collect, store, and use the following categories of personal information:

- Personal Information (such as name, date of birth and address)
- the names and contact details of your family, carers, and other people you tell us about, like friends and people who you know, where you live, or people who are helping you like a social worker, youth worker, or teacher
- Characteristics (such as gender, pronouns, religion or faith, ethnicity and disability)
- The referral made by your social worker, which will include information about your family circumstances and past.
- Any reports and records of meetings held about your care, your education and health.
- Day to day recordings made about your time in care including health, education, family, social, your progress and events, and any work under taken or assessments and
- reports made by our staff, or your own Social Care team, health, education psychologists and other professionals involved in helping you.
- information about any contact with the police or courts or about criminal activity
- legal information
- feelings, thoughts, and emotions about the things you talk about, things you want help with, and things you do, including things that we notice (for example, if you seem happy or upset)

- your thoughts about what should happen next, how you think we can support you, and things you think we could do better, this can be from what you say, write down or draw
- personal documents given to us about you
- information about you not being safe or that you are being hurt.

Where do we get your personal data from?

We collect personal information about you from the following sources:

- You, the young person in care and possibly your family; your social care team, your school, your health professionals and our own staff.
- We also record your views and comments and the observations made by the staff working with you.
- Letters, documents, emails, texts, or photographs that you send us or we send you

How we will use information about you

We will use the personal information we collect about you to care for you as well as we can and to keep you safe and also to:

- Keep a record of your care journey, progress and document any life events to help us and your social team make decisions regarding you care and your needs and so that you have such a record that you can refer to in the future.
- Comply with our legal obligations as set out in the 1989 Children Act and Social Care Regulations.
- Where it is in our legitimate interests. A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests. We will carry out an assessment when relying on legitimate interests, to balance our interests against your own. You can obtain details of this assessment by contacting us.

We use sensitive personal information about you as part of our duties and responsibilities in the provision of health and social care services.

Data sharing

Will you share my personal information with third parties?

We may share data where required by law and as directed by your placing authority, e.g. Social Workers, school, your reviewing officer, Health and any Clinical service.

We also share your data with organisations and companies that provide services to us. This includes software and apps which your carers use to record information about your care journey and also software and apps that you can use yourself to record your views and comments about your feelings and your care journey.

Some of the organisations may provide you with their own privacy notices like this leaflet and may ask you to provide your consent to them using your personal information before you can record your views and comments. When this happens your carers can help you to read through the privacy information that the organisations provide to ensure that you are happy to give your consent and understand how those organisations will be using your personal data.

We may also share your information with members of the Five Rivers group and third parties if we decide to sell our business or if we are going to hand over control of our business including sharing information with advisers such as lawyers and accountants who we would be assisting us in those circumstances. If we do this, we will, where we can, take out any information which would include your personal details so that you will remain anonymous and we will only ever share such information where we have to do so.

Will you ever share my personal data with other people even if I do not give my consent to without asking for my consent?

We might sometimes have to do this if:

- you or someone you know is being or has been abused or neglected
- there are signs or indicators that you or someone you know is suffering or at risk of significant harm
- you need medical treatment, or there is an emergency
- we think a crime is likely to happen or has happened

We will always do our best to let you know before we do this but sometimes, especially if it is an emergency, we may not be able to do so.

Data security

We keep your data on our systems that we have checked to make sure they are safe. Only people who work for us or those we give permission to can see it.

We only allow the companies and organisation with whom we share data as mentioned above to handle your information if we are satisfied they take appropriate measures to protect your information. In our contracts with those companies and organisations, we ask them to confirm that they can only use your information to provide services to us and to you.

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

You have the same rights as adults under the law relating to data protection including the right to ask for access to the information that we hold about you. In certain circumstances you also have the right to:

- Object to the processing of personal data that is likely to cause or is causing damage or distress;
- Prevent processing for the purpose of direct marketing;
- Have inaccurate personal data rectified, blocked, erased or destroyed.

Most of the time your carers will help you exercise your rights until you are 12 or 13 years of age. We also work with a data protection officer to make sure that we look after your data properly.



Transferring your information out of the UK

We do not transfer your data outside of the UK. Countries outside the UK have different laws, some of which may provide lower levels of protection for your personal data.

However, some of the companies and organisations which provide services to us, as explained above, may transfer your information to countries outside the UK. In those cases, we will always ask the service providers to confirm that they will comply with the UK data protection laws which are designed to protect your personal data.

Under data protection laws, your personal data can only be transferred to a country outside the UK where:

- the UK government has decided the particular country protects your personal data to the same level as the UK does,
- there is protection in place and you have rights and remedies, or
- where the law says that this can be done in certain circumstances.

If this is not the case we will ask that the companies and organisations do not transfer your information outside the UK.

We will let you know if any of the companies or organisations that provide services to us send your data outside of the UK and you may also be given information about how they use your data as mentioned above.

Data retention

How long will you use my information for?

We only keep your personal data as long as we need it, or as long as the law says we must keep it. The law says that we must keep your data for 75 years as it may be helpful to you in later life.

Data protection officer

We have appointed a data protection officer (DPO) who is responsible for making sure that we do what we need to do to protect your personal data. The DPO is Tom Baker-Price.

You can ask your carer or social worker if you have any questions and they can help you find out more information and contact the DPO if they need to on your behalf or you can contact the DPO yourself.

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO).

Our complaints policy can be accessed here [Five rivers Child care Ltd](#). Alternatively the company policies section of the Five Rivers Child Care website.

The DPO can be contacted on DPO@five-rivers.org

You can contact the Information Commissioner's Office by phone on 0303 123 1113 or via live chat on their website.

