

Privacy notice

All-in Short Breaks for children with disabilities

Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: information.request@shropshire.gov.uk

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

The council has a contract with Energize STW on behalf of the Actio consortium.

The consortium will develop and deliver the All-in Short Breaks programme in Shropshire until 31st March 2024.

The other partners in the Actio consortium are Shropshire Parent and Carer Council (PACC) and Ignition CIC.

We will obtain personal information from Energize Shropshire Telford and Wrekin (Energize STW) in relation to children and families that have accessed the All-In activity programme. This is so that we are aware of the demand and participation of families in the All-In programme.

How is your information used?

We may use your information to:

- notify you of changes to our services
- send you communications which you have requested and that may be of interest
- Fulfil our legal obligations under The Breaks for Carers of Disabled Children Regulations 2011 to take into account the needs and preferences of families who access our service.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We will share your information with the following Council teams;

- **Disabled Children's Team**

The reason we need to share this information with the team is to fully understand all the services accessed by a family and to take this into account when planning support.

- **Special Educational Needs Team (SEN Team)**

The reason we need to share this information with the SEN Team is to enable SEND related information to be shared with you

We will share your information with the following third parties for the reasons detailed;

- **Energize Shropshire Telford and Wrekin (Energize STW) on behalf of the Actio Consortium**

- Information will be shared where your child is eligible to be a member of All In.
- If your child is not eligible, but you have consented to Shropshire Council sharing information.

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The other partners in the Actio consortium are Shropshire Parent and Carer Council (PACC) and Ignition CIC.

The reason we need to share this information with Energize STW and its consortium partners is so that they can

- understand the needs and preferences of children and young people with disabilities/additional needs in Shropshire and to take these into account when setting up the All In activities.
- get in touch with you about upcoming activities.
- help families access activities.
- request feedback on existing activities to improve the All-in programme.

- **Statutory agencies, such as the Police, National Fraud Authority**

We may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you in some circumstances.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regards to how long we keep your data.

We will dispose of the information safely when your child is no longer eligible for this service

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

This does not apply

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

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

By phone: 0303 123 1113 {local rate} or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk