

## Residential Assessment Centre – Privacy Notice



### Information We Collect

In order to provide our services and for the other purposes set out in Use of Information below, we collect and process Personal Data from the users of our Residential Assessment Centre. We collect the following information

- Personal information (for example, your name, email address, mailing address, phone numbers, date of birth and address)
- Sensitive Personal Data (such as race/ethnicity, physical and mental health, relationships, offences/ alleged offences)
- Assessment information (such as daily recordings, key work sessions)
- Safeguarding incidents

From time to time and as permitted by applicable law(s), we may collect Personal Data about you and update any existing Personal Data that we currently hold from other third-party sources, such as Social Services.

We collect your information from

- Completed applications and supporting documents (such as Social Services, court bundles)
- Placement Agreement

We may also collect information from telephone conversations, emails and written and verbal communications and from records of the Assessment Centre sessions (written, video, digital).

### How we Use your Information

Your Personal Data is used in the following ways:

- To provide our services to you
- To respond to your requests and inquiries
- To improve our services (for example questionnaires, evaluation sheets)
- To request your participation in surveys, or other initiatives which help us to gather information used to develop and enhance our services
- To fulfil the commission of the Local Authority to provide them with an assessment of you and your family
- To comply with applicable law(s) (for example, to comply with a court order)
- To enable us to maintain our own accounts and records and to support and manage our employees

### Consent and lawful Processing of data.

Our legitimate interests include processing such Personal Data for the purposes of:

- administration and Assessment programme delivery
- providing and enhancing the provision of our services and Assessment centre
- dealing with medical needs (where we must have your explicit consent to use any information you provide)

## **How long will we keep your information?**

The Assessment Centre is governed by Ofsted and the following legislation:

- Residential Family Centres Regulations 2002 requires that a Record of Families is retained for 15 years from the date of last entry; and that our Statement of Purpose, register of accidents, complaints, significant incidents, and visitors book be retained for 3 years (Care Standards Act 2000)
- Children Act requires that all Assessment records are retained until the child is 25 years if there is a Child Protection or Safeguarding issue
- Children Act requires that all Assessment records are retained for 15 years for every family
- Care Leavers Association Guidance requires that records are kept for 75 years

## **Sharing and Disclosure to Third Parties**

We may disclose your Personal Data to third parties from time-to-time under the following circumstances:

- You request or authorise the disclosure of your personal details to a third party
- The information is disclosed as permitted by applicable law(s) and/or in order to comply with applicable law(s) (for example, to comply with a court order)
- To specific identified parties in line with the expectation and regulations of the Family Court and the Local Authority
- Legal and compliance consultants, such as external counsel, external auditors

We will not give out any personal information without first identifying and verifying the request.

## **Information security**

We are working to protect the personal information about you that we hold: its confidentiality, integrity and availability.

- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems
- We restrict access to personal information to Assessment centre staff, Senior Management and identified parties in line with the expectation and regulations of the Family Court and the Local Authority, subject to strict contractual confidentiality obligations, and they may be disciplined or terminated if they fail to meet these obligations
- We use a combination of technology and procedures to ensure that our paper and computer systems are protected, monitored and are recoverable.
- We only use third party service providers where we are satisfied that they provide adequate security for your personal data.

## **Any questions or changes?**

If you have any questions or would like to check that the data we hold about you is accurate, contact your keyworker if you are staying at one of our centres. If you have moved on please contact [admin@stmichaelsfellowship.org.uk](mailto:admin@stmichaelsfellowship.org.uk) or write to us at St Michael's Fellowship, 136 Streatham High Road, London SW16 1BW