

Early Help Services Privacy Notice

Data Controller and Purpose

This privacy notice applies to you (“the service user”) and the London Borough of Tower Hamlets (“the Council”). The Council takes the privacy of your information very seriously. This privacy notice applies to the Council’s use of any and all of the data provided by you or collected by the Council in relation to your use of this service. It is important that you understand that sometimes we will need to share your data with other agencies where necessary or appropriate and by engaging with our service you understand that that your data may be shared.

The information you provide will be used by the London Borough of Tower Hamlets’ Early Help Service, to process your Personal data and Special category data. London Borough of Tower Hamlets will provide services internally, except in the instances where organisations provide services (such as schools/Health and voluntary sector) where this will be a joint service.

We will store your personal and special category data from the Local Authority’s Early Help Assessment system (eEHA) for planning and decision making in line with the Supporting Stronger Families (SSF) programme, to provide you with appropriate Early Help support.

We process your data in accordance with the General Data Protection Regulation (GDPR) and if you have any concerns the Council’s Data Protection Officer can be contacted on DPO@towerhamlets.gov.uk

Condition for Processing Personal Data

It is necessary for us to lawfully process your personal data such as name, address, contact details, under GDPR Article 6:

- 6(1)(a) consent
- 6(1)(b) performance of a contract
- 6(1)(c) compliance with a legal obligation
- 6(1)(e) task in the public interest or official authority vested in the controller

And more personal data such as health, personal and household circumstances and Special Category Data under GDPR Article 9:

- 9(2)(b) employment, social security or social protection law, collective agreement.
- 9(2)(j) archiving in the public interest, or scientific and historical research purposes or statistical purposes

Additional legislation that apply:

Children Act 1989,
Section 17 of the Children Act 1989.
Section 11.1, Pre-birth 'Good Practice Steps'
Section 47 of the Children Act 1989
Section 20 of the Children Act 1989
Digital Economy Act 2017
The Education Act 1996
The Education Act 2002

A delay in you providing the information requested may result in a delay in providing appropriate services.

How long do we keep your information?

We will only hold your information for as long as is required by law and to provide you with the necessary services. The information will be stored until the data subject reaches the age of 19 years or 25 years if Special Education Needs and / or Disability are identified. For further details, you can view our [Retention Schedule](#).

We may also anonymise some personal data you provide to us to ensure that you cannot be identified and use this for statistical analysis of data to allow the Council to effectively target and plan the provision of services.

Information sharing

Your personal information may be shared with internal departments or with external partners and agencies involved in delivering services on our behalf. As stated above; this will include Ofsted, the Ministry of Housing, Communities and Local Government, external education settings such as schools, Health organisations and services provided by the Voluntary Sector.

The council has a duty to protect public funds and may use personal information and data-matching techniques to detect and prevent fraud, and ensure public money is targeted and spent in the most appropriate and cost-effective way. Information may be shared with internal services and external bodies like the Audit Commission, Department for Work and Pensions, other local authorities, HM Revenue and Customs, and the Police. This activity is carried out under Article 9(2)(b) of the GDPR, under social protection law.

We have a duty to improve the health of the population we serve. To help with this, we use data and information from a range of sources including hospitals to understand more about the nature and causes of disease and ill-health in the area. This data would normally be anonymised and never used to make decisions on a specific individual or family.

Automated decision making and Profiling

The service will process some of the data electronically and may therefore make automated decisions on your case. You can ask for this to be explained to you, please see the 'your rights' link below. We may also to some degree use the data to build a profile for you regarding service provision and priority.

Your Rights

You can find out more about your rights on our [Data Protection Page](#) and this includes details of your rights about automated decisions, such as the ranking of Housing Applications, and how to complain to the Information Commissioner.