

# Early Help Privacy Notice



## How we keep and use your personal information



EasyRead version of:  
West Sussex County Council  
Early Help Privacy Notice.



# About this paper



West Sussex County Council wrote this paper for:

- parents and carers



- children



- young people.



It says what we do with your personal information when you use Early Help services.

This information is also called **personal data**.



Personal information like your name, age and address helps us run services better.



This paper explains:

- how we use your information



- what we use it for



- who we can share it with



- why we need to share it



- how long we keep your information for.

# Different types of information



We keep personal information like your:

- name



- age



- address



- phone number



- date of birth



- gender.



We might also keep special information like your:

- ethnicity



- disability



- why you need support



- how we plan to support you



- which of our services you use.

Sometimes we also need personal information from organisations like:



- health and care organisations that support you



- children's services that have supported you in the past



- your local council



- the police



- schools or education services

# What the law says



The law says how organisations like the County Council must deal with personal information.



We must make sure your information is:

- correct



- used properly



- kept safely



- only kept for as long as we need it.

The law says we can only keep personal information if we need it to:



- support you properly



- keep to the law and stop crimes happening



- protect someone's life



- provide safe health and care services.

# How we use your personal information



We will use your information to help us:

- make sure you and your child have the right support



- find out what support people in different areas need



- train our staff



- look into complaints



- tell you about our services



- make sure we spend public money properly.

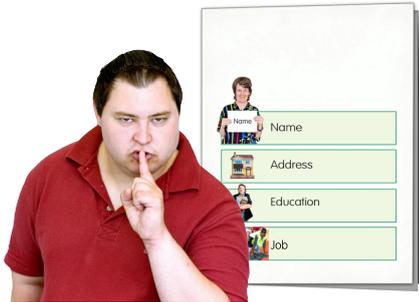


We only keep your information for as long as we need to use it.



We will not keep it for more than 25 years.

# Who we share your information with



We keep your information private.



We only share it with other people if:

- you might be a danger to yourself or someone else



- the law says we must share the information with another organisation.



This includes:

- other council teams and health and care services



- children's services and schools



- services like doctors or housing who sign our agreement about sharing information



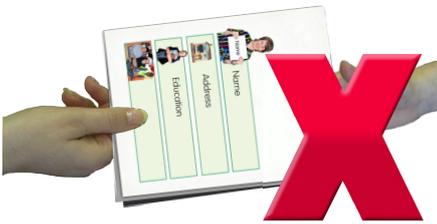
- Government organisations



- organisations like **Ofsted** that check children's services



- the police or other organisations that look into crime.



We will never give your information to people who want to sell you things.

# Your rights

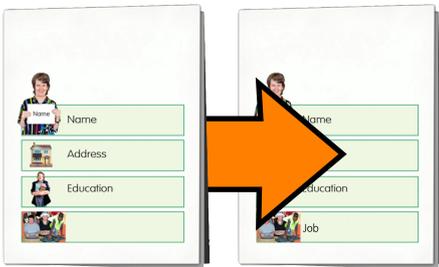
You can ask us to:



- show you information we have about you



- give you copies of this information to use with other services



- change this information if it is not correct



- get rid of information if we are no longer using it or you think we have used it in the wrong way. We might not agree to this



If you have a service from us you need to know we might have to keep some of your information on our records, even if you want it deleted.

# Complaints



If you complain about the County Council or another organisation we will:

- use your information to look into the complaint



- say who you are if you complain about another organisation or service. It might be difficult to look into things if you do not want us to say who you are



- if you complain for someone else we will check who you are and if they want you to do this.



You can complain if you are not happy with how we use or keep your information.



Please contact our Data Protection Officer.



Email:  
**[dataprotection@westsussex.gov.uk](mailto:dataprotection@westsussex.gov.uk)**



Telephone:  
**01243 777100**



You can also complain to the Information Commissioner's Office.



But please talk to us first and give us a chance to sort things out.

# What the words mean

**Ethnicity** – the language, religion and customs of people who come from an area or country.

**Gender** – whether someone thinks of themselves as a man, a woman or in some other way.

**Information Commissioner's Office** – a public organisation that makes sure organisations keep to the law when they use and store personal information.

**Ofsted** – an organisation that checks schools and colleges for people of all ages and services that care for children and young people.

**Personal data** - personal information like your name, age , address, gender or ethnicity.



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