



GPDR statement / Data Privacy Notice

Under data protection law, individuals have a right to be informed about how Esteem Team CIC uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about children, young people and families.

We, Esteem Team CIC, are the 'data controller' for the purposes of data protection law.

Personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about children, young people and their families includes, but is not restricted to:

- Contact details, contact preferences, date of birth
- Results of internal assessments and external tests
- Education records and reports
- Characteristics, such as special educational needs
- Details of any medical conditions, including physical and mental health
- Attendance information
- Safeguarding information
- Details of any support received, including care packages, plans and support providers
- Photographs and videos
- Information on session activity/content or learning outcomes
- We may also hold data about pupils that we have received from other organisations, including schools, local authorities and the Department for Education.

Why we use this data

We use this data to:

- Support the children, young people and families we support
- Monitor and report on progress
- Provide appropriate support to children, young people and families
- Protect children, young people
- Assess the quality of our services
- Manage our waiting lists
- Comply with the law regarding data sharing

There may be several reasons that data is collected and used. We only collect and use personal data when the law allows us to. Most commonly, we process it where we need to comply with a legal obligation or to perform an official task in the public interest (for example provide education / enabling / mentoring services).

Where we have obtained consent to use a child, young person or family's personal data, this consent can be withdrawn at any time.

When you register with Esteem Team CIC for support you will be asked to provide consent for us to hold personal data about you and your child/young person/ family.

How we store this data

We keep personal information about children, young people and families while they are using our services. We may also keep it beyond this service if this is necessary in order to comply with our legal obligations.

Data sharing

We do not share information about children, young people or families with any third party without consent unless the law and our policies allow us to do so. Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about children, young people and families with:

- The local authority
- External educators and examining bodies
- Suppliers and service providers - to enable them to provide the service we have contracted them for
- Central and local government
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals
- Professional bodies eg Social Care, Early Help, Counselling Services, Youth Offending Teams

Rights regarding personal data

Individuals have a right to make a 'subject access request' to gain access to personal information that Esteem Team CIC holds about them. Parents/carers can make a request with respect to their child's data where the child is not considered mature enough to understand their rights over their own data (usually under the age of 12), or where the child has provided consent.

If you make a subject access request, and if we do hold information about you or your child, we will:

Give you a description of it

- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you or your child
- Tell you who it has been, or will be, shared with
- Give you a copy of the information in an understandable format

Complaints

We take any complaints about how we collect and use your personal data very seriously, so please let us know if you think we've done something wrong.

You can make a complaint at any time by contacting, in writing, one of the Esteem Team Directors.

You can also complain to the Information Commissioner's Office in one of the following ways:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

GDPR Statement / Data Privacy Notice

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