

OUTCOMES FIRST GROUP – PRIVACY NOTICE

PERSONAL DATA BELONGING TO PEOPLE WE SUPPORT, INCLUDING THOSE CURRENTLY IN THE REFERRAL AND ASSESSMENT PROCESS AND THEIR FAMILIES

This document is an addendum to the Outcomes First Group Privacy Notice, providing further details on the processing of data belonging to the people we support and their families/significant others.

We understand that the people we support communicate information in many different ways that has meaning to them. To this end, where necessary staff will support individuals to understand the information contained in this policy in appropriate ways to ensure that, as far as possible, each person who receives care or education from the group, understands the principles contained within this privacy policy, in a way that has meaning to them.

Please note that for data protection purposes, 'Processing' means collection, recording, organising, structuring or storing, adapting or altering, retrieving, consulting or use, disclosing by transmission, disseminating or otherwise making available, aligning or combining, or restricting, erasing or destroying personal data.

The personal data we process

We hold some personal information about you and, if applicable, your family members and significant others, to make sure we can help you learn and to look after you. For the same reasons, we get information about you from some other places too – like your family, other care providers, other schools, the local council, the NHS and the government.

This information includes, but is not limited to:

- Your contact details
- Information on your family/significant others
- Your home/school records (where applicable)
- Your characteristics, like your ethnic background or any special educational needs
- Any medical conditions you have
- Details of any behaviour issues or exclusions (where applicable)
- Photographs
- CCTV images (if used on our premises)

Why we process this data

We use this data to help support, care for you and educate you (depending up which services you receive from us), including, but not limited to:

- Get in touch with you, and maybe your parents/carers, (as appropriate) when we need to
- Look after your wellbeing
- Check how you are doing at your home, school or college and work out whether you or those supporting you need any extra help
- Track how well the service as a whole is performing
- To undertake assessments and reviews
- To comply with our legal obligations

Our legal basis for using this data

We will only process your personal information when the Law allows us or requires us to do so. Most often, we will use your information where:

- We need to comply with the Law which includes the information we must process in accordance with legal obligations we must comply with when providing our services
- We need to use it to carry out a task in the public interest (in order to safeguard you for example)

Sometimes, we may also use your personal information where:

- You, or your parents/carers (as appropriate) have given us permission to use it in a certain way
- We need to protect your interests (or someone else's interest)
- Where we, or a third party have a legitimate interest in processing your information
- To carry out a task in the public interest
- We have a legal obligation

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests. We will carry out an assessment when relying on legitimate interests, to balance our interests against your own.

Collecting this information

While in most cases you, or your parents/carers, or a local authority (as appropriate) must provide the personal information we need, there are some occasions when you can choose whether to provide the data. We will always tell you if it is optional. If you must provide the data, we will explain what might happen if you refuse.

Where we have requested permission to use your data, you or your parents/carers, (as appropriate) may withdraw this at any time. We will make this clear when we ask for permission, and explain how to go about withdrawing consent.

How we store this data

We will keep personal information about you while you are at our service. We may also keep it after you have left, where we are required to by Law. We have a Data Retention & Disposal Policy, which sets out how long we must keep information about you and you can request a copy of this policy from the staff who support you.

Data sharing

We do not share personal information about you with anyone else without permission from you, or your parents/carers if necessary, unless the Law allows us to do so, for example with, but not limited to:

- *Local Authorities – to meet our legal duties to share certain information with it, such as concerns about your care, safety and school exclusions*
- *The Regulator (a government department such as Ofsted, Estyn, The Care Quality Commission, Care Inspectorate Scotland or Care Inspectorate Wales)*
- *Your family and representatives*

- *Educators and examining bodies*
- *Suppliers and service providers – so that they can provide the services for which we have contracted them*
- *Financial organisations*
- *Central and local government*
- *Our auditors*
- *Survey and research organisations*
- *Health authorities*
- *Security organisations*
- *Health and social welfare organisations*
- *Professional advisors and consultants*
- *Our own and third party solicitors and legal advisors*
- *Our insurance companies*
- *Charities and voluntary organisations*
- *Police forces, courts, tribunals*
- *Professional bodies*

Youth Support Services

Once you reach the age of 13, we are legally required to pass on certain information about you to the local authority as it has legal responsibilities regarding the education or training of 13-19 year-olds. This information enables it to provide youth support services, post-16 education and training services, and careers advisers. Your parents/carers, or you if you are aged 16 or over, can request that we only pass on your name, address and date of birth to the local authority.

National Pupil Database (if you are at school)

We are required to provide information about you to the Department for Education as part of statutory data collections such as the school census. Some of this information is then stored in the [National Pupil Database](#) (NPD), which is owned and managed by the Department and provides evidence on school performance to inform research. The database is held electronically so it can easily be turned into statistics. The information is securely collected from a range of sources including schools, local authorities and exam boards. The Department for Education may share information from the NPD with other organisations, which promote children’s education or wellbeing in England. Such organisations must agree to strict terms and conditions about how they will use the data. For more information, see the Department’s webpage on [how it collects and shares research data](#). You can also [contact the Department for Education](#) with any further questions about the NPD.

Transitioning to a New Service

Once you have agreed to move on, we will share some of this information with your new home or school, so that they can assess if they can meet your needs. This will be undertaken with the consent of those who support you (e.g. parents/guardians, Social Worker, Local Education Authority).