

## **Multi Agency Safeguarding Hub (MASH) - Privacy Notice**

### **Who we are and what we do**

The London Borough of Havering Council is a data controller under the UK Data Protection law as we collect and process personal information about you in order to identify risks to children at the earliest point and respond with the most effective interventions.

Any questions regarding our privacy practices should be sent by email to [dpo@haverling.gov.uk](mailto:dpo@haverling.gov.uk)

or in writing to

Customer Insight, Information and Investigations Team  
London Borough of Havering  
Havering Town Hall  
Main Road  
Romford  
RM1 3BB

### **Why we need your information and how we use it**

- Under the 1989 and 2004 Children Act we have a duty to safeguard the welfare of children. S17 of the 1989 Children Act places a duty to assess children in need. S47 of the 1989 Children Act places a duty to investigate if a child is suffering or likely to suffer significant harm.
- In order to safeguard children and young people and their families we need their demographic information to create a record on our Information Communication Systems (ICS) Protocol system. Information gathered is used to safeguard children from harm.
- In order to carry out assessments for families presenting as homeless or in need of finance, the MASH will carry out credit checks using Experian.

### **What is the source of your personal data?**

In most cases we will obtain your personal data directly from you. If we get it from another source we will:

- Inform you of the source within a reasonable period after obtaining the personal data, but at the latest within one month or when we first communicate with you using that information (which) ever is the earliest
- We will also tell you if we disclose or envisage disclosing that personal data to another party.

### **What type of information is collected from you?**

- Demographic details (name, DOB, gender, ethnicity etc.)

## **Who your information may be shared with (internally and externally)**

### **Internally**

- Demographic information (name, gender, DOB, ethnicity, address etc.) about the child and their family.
- Reason for referral.
- Children & Families (Child Protection & Assessment Team, Education & Inclusion)

### **Externally**

- Police
- Health
- Housing
- Probation
- Youth Offending service
- Education Welfare
- Schools
- Other Local Authorities who need to carry out checks for their MASH, child and family assessments and child protection enquiries.

## **How long we keep your information (Retention period)**

We have a robust minimum archiving and retention timescales for purging data we collect. However, the Chief Executive of the Local Authority has received notice from The Chair of the Independent Inquiry into Child Sexual Abuse, established by the Home Secretary, instructing the Authority to retain any and all documents; correspondence; notes; emails and all other information – however held – which contain or may contain content pertaining directly or indirectly to the sexual abuse of children or to child protection and care.

The retention timescales for contact, referral and mash records are three years. However, further work is undertaken by social services such as an assessment or child protection enquiry this will be increased.

## **Marketing and E-Newsletters**

Information collected is not used for Marketing or sending out E-Newsletters but social workers would provide families with information about advocacy.

## **Business Intelligence, Profiling and Automated-Decision making**

We may analyse your personal information to improve services and for the following purposes;

- Undertake statutory functions efficiently and effectively
- Service planning by understanding your needs to provide the services that you request.
- Understanding what we can do for you and inform you of other relevant services and benefits
- Help us to build up a picture of how we are performing at delivering services to you and what services the people of Havering need

The Council is however committed to using pseudonymised or anonymised information as much as is practical, and in many cases this will be the default position.

We may use your information from the different services that you engage with to create a single view and profile of you, which will help us to better understand your specific needs and ensure we are providing the right and efficient services to you in accordance with your needs as well as ensure that we hold one accurate record of your basic personal data across all our Council services; such as your name, DoB, address, email address, change in circumstances etc.

Profiling will be carried out only when it is necessary in order to provide you with the service you have agreed to receive or where the Council has a statutory obligation or where the law allows. However, we will notify you where we would do this.

### **Protecting your information**

Any information held by the council about individuals is held securely and in compliance with the UK Data Protection legislation.

Havering Council is committed to protecting its service user's personal data. We have put measures in place to ensure that our staff, service providers, partners and suppliers all look after your information in line with good practice and the law. These follow the rules and practices known as Information Governance (IG).

The information security measures we've put in place include:

- following good Information Governance practice and the law when it comes to collecting, handling and giving access to information
- training staff in their data protection responsibilities
- putting processes in place to ensure good Information Governance practices for information we collect, hold or handle in both manual and electronic forms
- access to your information is only given to those who need to know and where it is necessary

### **How you can access, update or correct your information**

The Data Protection law gives you the right to apply for a copy of information about yourself. This is called a 'Subject Access Request'. To do this please visit our website at

[https://www.havering.gov.uk/info/20044/finance\\_pensions\\_and\\_data/139/data\\_protection/6](https://www.havering.gov.uk/info/20044/finance_pensions_and_data/139/data_protection/6)

### **Your information choice and rights**

Where we use your personal data for other purposes other than what you have consented or where we have to fulfil a statutory obligation, or where the data protection law allows, then we will let you know so that you can make an informed choice about how your information is used.

If you do not want your information to be used for any purpose beyond providing the services you have agreed to receive, such as; sharing it with our partners or providers for service delivery planning or improvement of services or for Business Intelligence, profiling research or statistical purposes (in such instance only minimum and necessary, anonymised or pseudonymised data will be used), you can choose to opt-out of this. Data protection legislation gives you a number of rights in relation to your personal data.

The rights available to you will depend on the Lawful basis that we rely on to process your personal data. We have a legal obligation processes your personal data for the provision of this service, as such the following rights are available to you:

- Right to Rectification
- Right to Restrict Processing (Limited cases)

### **Information Commissioner's Office**

The Information Commissioner is the UK's independent body set up to uphold information rights.

If you would like to know more about your rights under the Data Protection law, and what you should expect from us, visit the Information Commissioner's website at <https://ico.org.uk/>

If you have any concerns regarding our privacy practices or about exercising your Data Protection rights, you may contact the Information Commissioner's Office:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 or 01625 545 745

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)