

## Merthyr Tydfil County Borough Council Youth Service- NEETS

This notice has been written in accordance with the General Data Protection Regulations and relevant legislation.

### Information Governance Team

**Lisa Richards** - Data Protection Officer

**Sam Bishop** - Data Disclosure and Records Officer

**Rebecca Walsh** - Data Disclosure and Records Officer

Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN  
Data.Protection@merthyr.gov.uk



Cyngor Bwrdeistref Sirol  
**MERTHYR TUDFUL**  
**MERTHYR TYDFIL**  
County Borough Council

Date Created: 25 May 2018  
Responsible Department: Community Wellbeing Team  
Responsible Manager: Shirley Harrall  
Address: Unit 5, Pentrebach, Merthyr Tydfil, CF48 4TQ

This privacy notice provides information on how Merthyr Tydfil County Borough Council collects and processes your personal data when you access our NEET services. Merthyr Tydfil County Borough Council is responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice does not form part of any contract to provide services. We may update this notice at any time if we do we will ensure that an updated copy of this notice is made available to you as soon as reasonably practical.

It is important that you read this privacy notice together with our Privacy Standards Policy and full privacy notice which contains more detailed information about our data processing and can be accessed on our website.

This notice relates specifically to the Not in Education, Employment or Training Multi Agency Service.

### 1. IMPORTANT INFORMATION AND WHO WE ARE

Merthyr Tydfil County Borough Council is the controller and responsible for your personal data. The Council is made up of different departments, details of which can be found on our website. When we mention the Service, we are referring to the Youth Service who is responsible for processing your data which will be clear to you when you access this service.

This notice applies to service users of our Youth Service, which includes young people up to the age of 25. The services detailed within this notice are offered to those individuals who are not currently in education or employment. The Youth Service operates from a number of locations throughout the borough.

Merthyr Tydfil County Borough Council has appointed a Data Protection Officer who can be

contacted using the following details:

Lisa Richards (Data Protection Officer)

Address:	Information Governance Team	Email: data.protection@merthyr.gov.uk
	Merthyr Tydfil County Borough Council	Tel: 01685 725000
	Civic Centre	Fax: 01685 725060
	Castle Street	
	Merthyr Tydfil	
	CF47 8AN	

## **2. THE DATA WE COLLECT ABOUT YOU**

We may collect, use, store and transfer different kinds of personal data about you as follows:

- Identity and contact data such as name, date of birth, gender, telephone number and address in order to contact our service users regarding the service they are participating in.
- Financial data, such as family income or benefits data in order to assist our service users to get the financial assistance they require.
- Employment and education data such as the school you attend or whether you are currently working.
- Lifestyle data such as your religion or ethnicity for equal opportunities monitoring.
- Health data we ask for basic information to establish whether there is a medical reason why you are unable to engage in education and employment.
- Criminal offenses data in the event that you have notified us of any criminal convictions or where we have become aware of an issue which may impact the safety of our staff.

We explain the different methods used to collect data about you within this notice.

## **3. HOW WE USE YOUR PERSONAL DATA**

We will collect your personal data in a number of ways, primarily through yourself, who would be classed as our service user, directly. However we may also receive referrals into our service from your parents or a carer, from your school or college if they have reason to believe you are at risk of becoming 'NEET', there are occasions where the Councils Social Services Department may make a referral, these will only be made where the law allows them too. We operate a Families First Programme which may also make a referral into our service on your behalf, Careers Wales and other third sector organisations, such as VAMT, may also make a referral on your behalf.

A referral is made using the allocated youth service forms and will be submitted to the team which is based in the Neighbourhood Learning Centre, Pen-Y-Dre.

The information we receive is transferred into our electronic system known as CAPITA One, which is also used as an early identification toolkit. Access to this system is restricted, only authorised

personnel can view, amend or delete your data.

We will only use your personal data in order to provide you with the service you require. This is to ensure that we are able to secure you with Education, Employment or Training. We will provide you with the support you need during your time spent within the Service. We will ensure that you receive relevant information regarding how we can support you during registration.

We will only use your personal information when the law allows us to. We will use your personal information in the following circumstances:

1. Where we have received your consent to provide you certain services such as responding to and considering any complaints made by you or your representative regarding the service you have received.
2. Where we need to comply with a legal obligations under the following laws  
Learning and Skills Act (2000)  
Youth Support Services Direction (Wales) 2002  
The Education and Inspections Act 2006  
The Children and Young Person's Act 1963  
The Social Services and Wellbeing Act (Wales) 2014
3. Where it is needed in the public interest or for official purposes such as providing statistical returns to the Welsh Government, and in accordance with the Youth Engagement and Progression Framework 2013.
4. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests such as promoting a healthy lifestyle and good spending habits.

#### **4. HOW WE SHARE YOUR PERSONAL DATA**

We may share your personal data across the Youth Service in order to provide you with the support you require, we will also share you data internally across other Council Departments and also with external third parties which include:

The Education Inclusion and ALN Service  
Community Wellbeing Service  
Children's Services  
(MIA) Multiple Intervention Assistance – Team Around The Family  
Parenting Support Programme  
Transition into Employment  
Bridges into Work  
Afon Taf High School  
Cyfarthfa High School  
Pen-Y-Dre High School  
Bishop Hedley High School  
Greenfield Special School  
Careers Wales  
College Merthyr Tydfil

Rathbone Training  
Tydfil Training Consortium  
College Merthyr Tydfil Work Based Learning  
Voluntary Action Merthyr Tydfil  
Gellideg Foundation  
Cwm Taf Youth Offending Service  
Include (Turnaround Project)  
People Plus Group Limited  
Llamau  
VIVA Project  
Community First Cluster Group

The Youth Service has entered into an Information Sharing Protocol with the appropriate parties which details how the information will be shared. This is available on the Wales Accord on the Sharing Personal Information website.

## 5. HOW LONG WILL YOU USE YOUR INFORMATION AND KEEP IT SECURE

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. For the purposes of the NEET Services we will retain this information for 25 years from your date of birth or 10 years after the file has closed.

Details of retention periods for different aspects of your personal information are available in our Records Management Policy which is available on our website ([www.merthyr.gov.uk](http://www.merthyr.gov.uk)) or from the Information Governance Team who can be contacted on the details provided at the top of this notice.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## 6. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data these rights may include a right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

You also have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues:

Information Commissioner's Office (Wales)  
2<sup>nd</sup> Floor  
Churchill House  
Churchill Way  
Cardiff  
CF10 2HH

Tel: 029 2067 8400  
Fax: 029 2067 8399  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

## 7. FURTHER DETAILS

If you are looking for more information on how we process your personal data including on data security, data retention and lawful processing basis, please access our full privacy policy.