

## Privacy Notice (How we use Client information)

### The categories of this information that we collect, process, hold and share include:

- personal information (such as name, client number, address, telephone numbers, email address, post code, nationality, date of birth, national insurance number, employment status, benefit type, previous qualifications and attainment, household details, information on your right to work in the UK)
- characteristics (such as ethnicity, disability/learning difficulties, marital status, sexual orientation, religion, barriers to employment)
- details of meetings and interventions (discussions with adviser, progress updates, details of support provided, referrals).

### Why we collect and use this information

We use client data to:

- enable us to support clients into employment and learning
- enable us to carry out specific functions for which we are responsible
- derive statistics which inform decisions about service provision
- to contact clients in the event of emergency or appointment cancellation

### The lawful basis on which we use this information

We collect and use this information under the provisions and obligations imposed by the General Data Protection Regulation (GDPR) which came into force on 24<sup>th</sup> May 2016 and comes into effect on the 25<sup>th</sup> May 2018 and the Data Protection Act 2018.

The lawful bases for the processing of this data are:

- Article 6 (1) (a) Consent.

This is also collected under GDPR Article:

- Article 9 (2) (g) processing is necessary for reasons of substantial public interest
- Article 9 (2) (j) for archiving, research and statistics purposes.
- Article 9 (2) (b) for employment, social security and social protection purposes.

We also collate personal data known as 'special categories' of information under Articles 9 (2) (b) and (h) of the General Data Protection Act as follows:

- Equalities data

In most cases it will be that the information is being gathered to assist the Council in meeting its public sector equality duty under section 149 of the Equality Act 2010.

The data is also used by Sefton@work and Sefton Council to monitor Service provision and help plan for future service development. Anonomised information will be used to provide data for bids to enable us to attract additional funding.

## **Collecting this information**

The information you provide to us is voluntary and part of an agreement to enable you to access our services.

If you are placed onto a project the Privacy Notice for that project will come into force.

## **Storing this information**

We will store your information within our Aptem CRM system and in our secure filing system. If you no longer wish to work with us you can contact us at any time and we agree to delete your record.

We will hold your information for for the period of time you are working with us. If we do not have any contact with you for 24 months we will remove your details from our records. If you have received any financial support your record will be retained for 7 years in accordance with Council Finance Policies. If you are engaged on an employment programme your details will be held for the time specified in their Privacy Notice.

## **Who we share this information with**

We will not share your client information unless you choose to engage in an additional project at which time we will obtain your consent.

Sefton@work will share information with Sefton Adult and Community Learning to provide impartial Information Advice and Guidance to support clients in making next steps into learning. We do not share information about clients without consent unless the law and our policies allow us to do so.

## **Data collection requirements**

The data we collect is required to enable you to access the information, advice and guidance services offered by Sefton@work, to enable us to source suitable support mechanisms. The lawful basis for processing can be found on page 1 of this document.

## Requesting access to your personal data

Under data protection legislation, clients have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your educational record held by their education provider, contact

**Linda Patterson: Employment Programme Delivery Manager Tel 0151 934 2610 email [seftonnetwork.info@sefton.gov.uk](mailto:seftonnetwork.info@sefton.gov.uk)**

The rights to access, erasure, rectification and data portability all need careful consideration, along with the right to object to direct marketing, profiling and processing under legitimate interests. The GDPR provides the following rights for individuals:

- the right to be informed about the collection and use of their personal data.
- the right to access their personal data and supplementary information.
- the right to have inaccurate personal data rectified, or completed if it is incomplete.
- The right to have personal data erased. This is also known as ‘the right to be forgotten’.
- the right to request the restriction or suppression of their personal data.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner’s Office at <https://ico.org.uk/concerns/>

- the right to lodge a complaint with the supervisory authority (the Information Commissioner’s Office)

Under data protection legislation you have the right to request access to the information we hold about you.

To make this request please contact:

**Linda Patterson: Employment Programme Delivery Manager Tel 0151 934 2610 email [seftonnetwork.info@sefton.gov.uk](mailto:seftonnetwork.info@sefton.gov.uk)**

## Further information

If you would like further information about this privacy notice, please contact:

**Information Management and Governance Lead (Data Protection Officer)  
Tel. Catherine Larkin 0345 140 0845 email [ino.information@sefton.gov.uk](mailto:ino.information@sefton.gov.uk)**