

Integrated Front Door Privacy Notice

Who we are

London Borough of Newham (LBN) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller'. This privacy notice applies to you ('the service user') and LBN ('the Council'). The Council takes the privacy of your information very seriously.

What data do we collect

The Integrated Front Door will be a multi-agency team based in the East Ham Library. The team is made up of a senior social worker, an early help practitioner, a CAMHS clinician and a mental health support teams practitioner. The aim of the team is to review the needs of children and young people who are experiencing emotional well-being or mental health needs, and who have been referred to the team for them to assess their needs and develop a plan to address these, if this is required. The data that we will need to be able to review a child or young person's needs includes:

- Their name, address and date of birth
- Their gender and ethnicity
- Their age
- Information on the difficulties that the child or young person is experiencing
- Information on whether requests for support have previously been made and what support was offered

Why we collect your data

We collect your data so that the team can review your child's needs and agree a clear plan to address these.

The lawful basis for processing your data

The lawful bases for processing are set out in Article 6 of the UK GDPR is

(c) Legal obligation: the processing is necessary for us to comply with the law (not including contractual obligations)

The lawful bases for processing special category data are set out in Article 9 of the UK GDPR is

(h) Health or social care (with a basis in law)

The legislation relied upon to process your data as set out in UK data protection legislation is Section 11 of the Children Act 2004 and Section 17 of the Children Act 1989. This enables information to be shared between agencies, to promote children's welfare. Young people, parents and carers need to be informed that this information is being shared, in order to carry out an assessment of a child or young person's needs.

Where a decision is made that a child might benefit from a particular intervention, the parent/carer or young person has the right not to agree to this.

How we use your data

We will use your data to enable the multi-agency integrated front door team to review the needs of your child and to develop a plan to address these, if this is required.

Who we will share your data with

We will only share your data with Newham CAMHS for the purposes of understanding whether you have previously accessed help from them, and the impact of this.

How long we will keep your data

We will keep your data safe and secure for a period of 70 year(s) in line with our retention Schedule. After this time, it will be securely destroyed.

How do we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your rights at [Your rights – Processing personal data privacy notice – Newham Council](#) or at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk