

Privacy Notice

Troubled Families Service



**North Yorkshire
County Council**

This Privacy Notice is designed to help you understand how and why the Troubled Families Service processes your personal data. This notice should be read in conjunction with the Council's [Corporate Privacy Notice](#).

Who are we?

North Yorkshire County Council is a 'Data Controller' as defined by Article 4(7) of the General Data Protection Regulation (GDPR).

The national troubled families agenda is a government initiative which aims to 'turn around' the lives of an additional 400,000 vulnerable families across England. The programme supports families who have problems around crime, anti-social behaviour, school attendance, and unemployment. The programme does this by working with families at an early stage through targeted intervention and prevention. NYCC is committed to delivering the national troubled families programme in our area. In order to achieve this we need to collect and process your personal data.

The Council has appointed **Veritau Ltd** to be its Data Protection Officer. Their contact details are:

Data Protection Officer
Veritau Ltd
County Hall
Racecourse Lane
Northallerton
DL7 8AL
infogov@northyorks.gov.uk / 01609 53 2526

What personal information do we collect?

We may be required to collect the following categories of Personal Data:

- LA unique identifier
- Family unit identifier
- Name
- Date of birth
- Gender
- Postcode
- National Insurance number
- School absence information
- Children in Need information

We may also be required to collect the following Special Category data:

- Criminal history
- Mental or physical health problems

Why do we collect your personal information?

The Ministry of Housing, Communities and Local Government (MHCLG) is responsible for supporting families and improving services they receive from local authorities. By carrying out this research, MHCLG aims to find out:

- How well services for families with multiple problems are working across England
- How those families use public services and what benefits they get
- The cost of providing services to families with multiple problems

NYCC processes your data in order to:

- Fulfil our obligations with regard to the National Troubled Families programme
- Understand the difference we are making
- Identify who can potentially access the additional support the programme offers
- Production of the National Impact Study (NIS) (evaluation and research only)
- Family Progress Data (FPD) collection
- Research and statistics

Who do we share this information with?

In the course of performing our duties, we may share your information with a number of agencies who are key to delivering our service. In the case of external agencies, the data shared is anonymised, which means you cannot be identified from it.

Within North Yorkshire County Council:

- The staff responsible for collecting and processing data for the programme

Agencies we share information with:

- Police
- NHS
- Probation services
- Ministry of Housing, Communities & Local Government (MHCLG)
- Office of National Statistics (ONS)
- Department of Works and Pensions (DWP)
- Ministry of Justice (MoJ)
- Department for Education (DfE)

How long do we keep your information for?

The data we hold about you is only kept for as long as is necessary and all data is retained in line with the County Council's Record Retention and Destruction Schedule (RRDS).

Where information is shared with MoJ, DWP and DfE, these organisations will keep the information for no longer than 1 month and will not keep any records indicating that you were part of the research programme.

Data shared with ONS for this research will be retained until 2022, after which time it will be securely disposed of.

What is our lawful basis for processing your information?

The Council processes your personal data for reasons of Public Interest. The Council processes your Special Category Data for the purposes of generating national statistics.

For More information about how the County Council uses your data, including your privacy rights and the complaints process, please see our [Corporate Privacy Notice](#).