

- informing other organisations so that they can contact you about their programmes
- informing local European funded employment programmes that you may benefit from extra support so that they can offer you additional support
- sharing information with other local support services that you may benefit from their additional support service
- schools and colleges sharing your details with us so that we can support you to access education, employment and training opportunities

In addition our service has a duty under Section 10 of the Children Act 2004 to have arrangements in place to safeguard and promote the welfare of children, including sharing information with partner agencies which must be proportionate to the need and level of risk.

Information will be processed within the EEA and will not be shared with overseas recipients.

Can I see my records?

The Data Protection Act 2018 allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your careers and post-16 participation records along with all other personal records.

If you wish to see a copy of your records you should contact the Data Protection Officer. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited; for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

The Data Protection Act 2018 allows you other rights; for example if there is an error in your records you have the right to make sure it is rectified or erased. In some circumstances you can restrict processing, request data portability and request not to be the subject of solely automated decision making.

You have the right to be told if we have made a mistake whilst processing your data and we will self report breaches to the Commissioner.

Further information

Our Data Protection Officer makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer:

via email:

informationsecurity@redcar-cleveland.gov.uk

by phone:

01642 774 774

by post:

Data Protection Officer, Redcar & Cleveland Leisure and Community Heart, Ridley Street, Redcar, Yorkshire, TS10 1TD

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioners Office (ICO):
 by phone on 0303 123 1113
 by post to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
 online at www.ico.org.uk

This is Your Personal Data

Careers and NEETs Service

How we handle your information



Information for the public

Everyone working for the Careers and NEETs Service has a legal duty to keep and process information about you in accordance with the law.

This leaflet explains why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about young people who live in Redcar & Cleveland to enable us to carry out specific functions for which we are responsible and to provide you with a service.

We keep records about local young people aged 13 to 20 (or up to 25 years for young people with an Education, Health and Care Plan).

These may be written down (manual records), or kept on a computer (electronic records).

These records may include:

- basic details about you, for example, name, address, date of birth
- unique identifiers (such as your NI number)
- contact we have had with you, for example, appointments & letters of correspondence
- notes and reports about your relevant circumstances
- details and records about the service you have received
- relevant information from other people that we have been in contact with in relation to the service that you have

What is the information used for?

Your records are used to help ensure that we provide you with the service that you need. We use the information to enable and assist you to take up learning opportunities, or to help you to look for and move into or towards employment.

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or guidance that you need.

We also use data to measure our performance compared to other Local Authorities.

How long for?

The council is obliged under law to process your personal data to encourage you to participate in learning until the end of the academic year in which you reach the age of 18 (Education & Skills Act 2008).

Your details will be kept and updated in accordance with our legal obligations and in line with statutory retention periods. Information will only be shared with third parties if they have a genuine and lawful need for it, or when other agencies are involved in your care or well-being we may need to share details about you to enable us to work together for your benefit.

Processing is kept to a minimum and will only be processed in accordance with the law.

Occasions when your information needs to be disclosed (shared) include:

- where the health and safety of others is at risk,
- when the law requires us to pass on information under special circumstances,
- crime prevention or the detection of fraud as part of the National Fraud Initiative

Anyone who receives information from us has a legal duty to keep it Confidential

We are required by law to report certain information to appropriate authorities, for example:

- where we encounter infectious diseases which may be a public health concern
- where a formal court order has been issued

We share information about you with partner organisations

We work with partner organisations such as schools, colleges, training providers and other support organisations to ensure that you are informed of opportunities and support that they could offer you. We do this to fulfil our public duty under the Education & Skills Act 2008

This could include:

- us informing a local Further Education College or training provider that you are not in learning so that they can offer you a relevant course