

Partner organisations

Redcar & Cleveland MACH is the single point of contact for seeking advice, guidance, support and direct services in relation to children and families living within the Borough.

The MACH aims to ensure that children and families receive the right services at the right level at the right time.

The partners working in the MACH:

- Redcar and Cleveland Borough Council
- Cleveland Police
- Tees Esk and Wear Valleys NHS Foundation Trust (TEWV)
- Specialist Nurse
- Education Partners

Information will be processed within the European Economic Area and will not be shared with overseas recipients.

We may also share some of your information subject to strict agreement on how it will be used. This may include sharing information in relation to:

- Safeguarding concerns around a child
- Safeguarding concerns relating to a professional working with children

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'

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.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Contact the Data Protection Officer:

Redcar & Cleveland Borough Council,
01642 774 774
Informationsecurity@redcar-cleveland.gov.uk

You can also complain to the Information Commissioner: <https://ico.org.uk/>



This is Your Personal Data

Redcar & Cleveland Multi Agency Children's Hub (MACH)

How we handle your information

Information for the public



Everyone working in the MACH 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 Children and their Families to enable us to carry out specific functions for which we are responsible and to provide you with a service.

The MACH has a legal obligation under the Children Act 1989 and the Statutory Guidance Working Together to Safeguard Children 2018.

We keep records about children and their families. 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 NHS Patient 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 received
- previous address

- information from agencies within the MACH
- information from external agencies.

What is the information used for?

Your records are used to help ensure that we provide you with the service that you need.

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 support you need.

If you do not provide us with this information then we may not be able to provide you with the right information, advice, guidance and support.

How long for?

Your details will be kept according to the relevant legislation. Processing is kept to a minimum and will only be processed in accordance with the law.

When other agencies are involved in your care, we may need to share details about you to enable us to work together for your benefit.

Information will only be shared with third parties if they have genuine and lawful need for it.

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

- concerns in relation to the welfare of a child or young person
- concerns in relation the welfare of an adult
- 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:

- Central Government departments such as the department of Education (DFE).
- where a formal court order has been issued.
- Request to share information for criminal matters
- Request to share information with the coroner court

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 or object to processing, request data portability and request not to be the subject of solely automated decision making.

Where we have relied on your consent, you have the right to withdraw it at any time, but if there are safeguarding concerns in relation to a child and their family the need for consent is not required in order for the statutory agencies to act to safeguard the welfare of the child and there family.

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