



We keep information about people for lots of different reasons. The information might be about families that contact us, families we help or about families where there have been child protection investigations. We also hold information about children in schools.

If you require this information in another format, large print, Braille, audio-tape or another language please call 606 2020

### Other Languages:

#### Arabic

وإذا اردتم نسخة من هذا الكتيب في لغة اخرى اوفي شكل آخر اتصلوا بتلفون رقم المؤفر بادناه

#### Bengali

এই পত্রিকার অনুলিপি ভিন্ন কোন ভাষায় অথবা অন্য কোন আকারে প্রয়োজন হলে, অনুগ্রহ করে সরবরাহকৃত টেলিফোন নম্বরে যোগাযোগ করুন

#### Chinese

如果你需要這份小冊子在另一種語言或不同的格式，請聯繫提供的電話號碼

#### Hindi

“अगर आपको इस दस्तावेज की प्रतिलिपि अन्य भाषा में अथवा भिन्न प्रारूप में चाहिये तो कृपया उपलब्ध टेलिफोन नंबर पर संपर्क करें”

#### Polish

Jesli potrzebujesz te ulotke w innym jezyku lub w innej formie prosze zadzwonic na zalaczony numer.

#### Punjabi

“ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਪਤਰਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਕਿਰਪਾ ਦਿੰਦੇ ਗਏ ਟੈਲੀਫੋਨ ਨੰਬਰ ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ

#### Somali

“Haddaad rabtid nuqul ee warqadaan oo luqad kale ku qoran ama qaab kale, fadlan la xiriir lambarka taleefon lagu siiye.

#### Urdu

اگر آپ کو اس کتابچے کا ترجمہ کسی اور زبان میں یا کتابچہ کسی اور طرز میں درکار ہے تو فراہم کردہ ٹیلیفون نمبر پر رجوع کریں۔

## Information About You

Find out what Wirral Children and Young People's Department do with your personal information.

## What personal information do we keep?

We keep information about people for lots of different reasons. The information might be about families that contact us, families we help or about families where there have been child protection investigations. We also hold information about children in schools.

The information we keep will include things like a name, address, date of birth, ethnicity, religion, education related data, and the details of each time that a person contacts us or we contact them.

Where we provide a service, or there have been investigations, we will keep more detailed documents called assessments, reviews, plans and reports. These documents will have more detailed information about the person and their family's circumstances including decisions and agreements made.

## Where is the information kept?

Children and young people have their own case files which are both electronic and paper based. Information about parents or carers will usually be on the child or young person's files, except for foster carers, private foster carers, special guardians and adopters who will also have their own case files. All information is stored securely and only authorised people can access the information.

## Who can see this information?

The personal information about you will only be seen by staff who need it to do their jobs. This will usually be social workers, educational psychologists, teachers, support workers, some administrative workers who help keep the records up to date, and their managers who make sure that a quality service is provided.

We also have to provide information to ContactPoint which is like a computer-based phone book. It will help people who work with children to quickly find out who else is supporting the same child. It will only hold information such as name and contact details of the child and people working with them. By law, ContactPoint cannot hold any details like doctors' notes or any other case records. For further information go to [www.everychildmatters.gov.uk/contactpoint](http://www.everychildmatters.gov.uk/contactpoint)

Sometimes we may need to share personal information with other professionals such as health workers, care workers, teachers, solicitors, and the police to make sure you get the right care, support and protection.

We also sometimes share some or all of your personal information with those that are planning how to improve services and those carrying out inspections such as government departments like Ofsted and the Department for Children, Schools and Families.

We are always careful about the information we share about you with others. We will only share the information that is needed for a specific purpose. If information is need for research or training we will make sure you cannot be identified.

## Can I see the information you have about me?

You have the right under the Data Protection Act 1998 to see information about you in both manual and computerised files. If you are a young person you will need to have sufficient maturity to understand what you are asking to see. This is usually when you are 12 years or older.

Parents, and or people with parental responsibility, can see a child's file if a child is unable to make the request themselves and it is in the child's best interest for the parent to see the information.

## Who can I ask about any of this?

If you want to find out more about what information is recorded about you, the first step is to contact the person that is working with you or your family. If nobody is currently working with you then you can contact the Data Compliance Officer on 0151 666 4239.