

If you are unhappy with the way in which your information has been handled you should contact the Trust's Data Protection Officer so that we can try and put things right. The Data Protection Officer can be contacted by emailing DCSTDPO@dcstrust.co.uk.

Alternatively, and if we have been unable to resolve your complaint, you can also refer the matter to the Information Commissioner's Office (ICO). They can be contacted by the methods below:

Website: www.ico.org.uk
Telephone: 0303 123 1113
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Accessing your information

You have the right to request a copy of the information we hold about you. This is called a Subject Access Request. To make a subject access request please write to:-

Information Governance Team

Civic Office
Waterdale
Doncaster
DN1 3BU

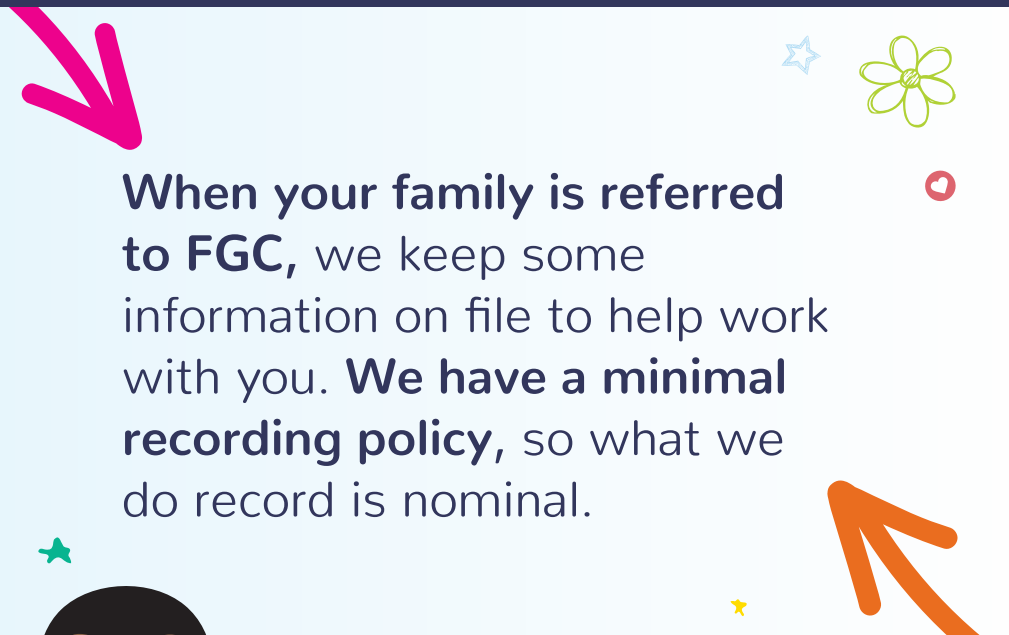
If you can't ask in writing for your records, we'll make sure there are other ways that you can access your information.

Comments and complaints

If you have any comments or complaints about the service you receive from our team you can contact our manager **Mel Davidson on 07976 448696**. Alternatively, you can contact the Trust's **complaints team on 01302 862845** or email Customer.Services@dcstrust.co.uk



Family Group Conference



When your family is referred to FGC, we keep some information on file to help work with you. **We have a minimal recording policy**, so what we do record is nominal.



Privacy notice for Family Group Conference

Who are we?

Family Group Conference is part of Doncaster Children's Services Trust. We are committed to protecting your personal information and making every effort to make sure that your personal information is processed in a fair, open and transparent manner.

We are a "Data Controller" for the purposes of the Data Protection Act 2018 and the EU General Data Protection Regulation. This means that we are responsible for, and control the processing of, your personal information.

What information about you do we collect?

- A copy of the referral form
- A record of who we have visited including names, addresses and phone numbers
- The family plan and amendments made to the family plan at the review meeting
- Details of any child protection or health and safety issues that emerge during the FGC process

Why do we collect information about you?

A Family Group Conference is an opportunity to help you as a family find your own solutions. An independent FGC co-ordinator will help prepare you and your family for the meeting and will need contact details for all the family and friends that you would like to involve in your FGC.

How will your personal data be used?

The personal information you provide will be used by the FGC service to contact family members who may take part in the FGC. Contact will be made by telephone, in person, in writing or by e-mail.

The legal basis for using your information

We collect and process information about people who work with the FGC service under Article 6 and Article 9 of the GDPR.

Article 6 sets out that:

1. Processing shall be lawful only if and to the extent that at least one of the following applies:
 - (a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes;

Article 9 sets out that:

2. (a) the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject;

The Trust collects and uses information about you on the basis that you have given us your consent to do so. You may withdraw your consent if you no longer wish to be part of FGC services by contacting your FGC Coordinator.

Who will your information be shared with?

Your information will be held securely and will not be disclosed to anyone without your permission, unless we have a legal reason to do so.

As employees of Doncaster Children's Service Trust, if we have any concerns about your children's wellbeing, we may have to pass information on to Children's Services.

How long will we keep your information?

We will not keep your information for any longer than we need to.

Your rights

The law gives you specific rights over your information. These rights are:

- to be informed of our use of information about you;
- of access to information about you;
- rectify information about you that is inaccurate;
- to have your information erased (the 'right to be forgotten');
- to restrict how we use information about you;
- to move your information to a new service provider;
- to object to how we use information about you;
- not to have decisions made about you on the basis of automated decision making;
- to object to direct marketing; and,
- to complain about anything the Trust does with your information.

