

How we use personal information to provide social work and social care services

Introduction

The City of Edinburgh Council provides a range of Social Work services to children and young people. To do this the Council needs to collect information about you. Depending on the service, we may also need to collect information about your family and other people associated with you. The Council keeps case histories until 3–5 years after the case is closed, or as long as legally required to.

The Council needs to use this personal, and often sensitive, information to help make the right decisions about the type of service you need, and to check whether the services are helping you as they should. The Council will always comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

To carry out our duties as a public service, we will sometimes share your personal information between teams within the Council (such as housing or social work teams) and with external partners and agencies involved in delivering services on our behalf. The Council may also provide personal information to third parties, but only where it is necessary, either to comply with the law or where permitted under data protection legislation.

Everyone working for the City of Edinburgh Council and its partner agencies has a legal responsibility to keep information about you secure and confidential.

More detailed information on how the Council processes personal information is available on the [Council privacy and data protection page](#).

Questions you might ask

Why do you need information about me?

- To allow us to undertake accurate assessments and reviews of your case.
- To ensure you receive services best suited to your needs and circumstances.
- To help us monitor and improve services.

Why do you need information about other people in relation to my case?

- To allow us to better understand your social circumstances and how that should inform the service you receive.
- If you are vulnerable or at risk, to allow us to protect you better.
- To help us identify other people who may be vulnerable or at risk and in need of protection.

To whom will you give this information?

- We will normally only share information about you, or other people related to your situation, with people involved in your case, or if we are concerned for your safety.
- Sometimes, we need to share information if there is a risk of harm to others, including children.
- Whenever your consent to share this information is required, we will always ask you.

Will my information ever be shared without my knowledge?

The law allows information to be shared without your knowledge:

- to aid in the prevention and/or the detection of crime
- if your behaviour presents a serious risk of harm to yourself
- if your behaviour presents a serious risk of harm to others, including any children with whom you may have contact.

Can I find out what information you have about me?

- Yes, you can. The Data Protection Act 2018 allows you, or a representative nominated by you, to make a request for all the personal information we have about you.
- If you are a child under 11 years old, the adult with parental responsibilities for you can make a request on your behalf.
- If there is an adult with a power of attorney registered by a Court, they can make a request on your behalf.

How do I get access to information held about me?

- Requests for access to information must be made in writing. You can ask your social worker or another member of Council staff to help you to make a request for access. Requests can either be passed to your social worker or sent directly to the Data Protection Officer at the address overleaf.

To make a complaint or comment

Data protection officer

Level 2.1
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG
info.compliance@edinburgh.gov.uk
0131 4696200

If you are still unhappy you may contact

UK Information Commissioner's Office

Wycliffe House

Wilmslow

Cheshire

SK9 5AF

www.ico.gov.uk

0303 123 1113