



Education Resources



## Sharing your information



## Introduction

From time to time some children, young people or families may want help from other Council services or organisations to help them improve their wellbeing. To ensure that you or your child gets the right help, at the right time, we need to share some of your information.

Partners work together to ensure that the services you receive are of good quality, effective and are delivered to meet your individual needs.

We will always tell you what information is to be shared, why it needs to be shared and who it is going to be shared with.

If anything changes with your circumstances or if we need to share additional information, we will discuss this with you before we share.

## Using your personal information

We need to inform you about how we deal with personal information as part of providing services to you.

In order to do this, we need to share personal information about children, young people and their families so that we can provide agreed services to improve their wellbeing and educational outcomes.

For instance, the information shared may be: -

- just enough to refer you to the other organisation so that it can provide appropriate services to you on a one-off basis or
- to help the organisation concerned so that it can continue to provide ongoing services to you or
- feedback from that other organisation about how things are going so that we keep working together to provide the right help and improve wellbeing.



## How do we share information?

We may share your information either through face to face discussions, over the telephone or by email.

### Information we will share

We will tell you what information we need to share, with who and why. We will record this on a form called "Getting it right for every child: Sharing your information". You will be asked to sign and date this form and will be given a copy to take away with you.

We will only share information about you with other organisations if they need the information to provide the services. However, we will only share the minimum of information needed for the other organisation to provide the services.

We will also take responsibility for keeping your personal information safe.



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## Your rights

You have the right to access your personal information as well as the rights of rectification, erasure, restriction and the right to object.

For information on these rights and how to exercise them or for information about how we manage your personal information, you should get a copy of Education Resources Privacy notice from the establishment. You can also get a copy of the Council full privacy notice from our website:

(<https://www.southlanarkshire.gov.uk/info/200235/meta/1730/general-privacy>).

Education Resources contact details.

Email: [education@southlanarkshire.gov.uk](mailto:education@southlanarkshire.gov.uk) or

Phone: 0303 123 1023

### Making a Complaint

You can complain about how we have used your personal information.

You should contact our Data Protection Officer

Email: [dp@southlanarkshire.gov.uk](mailto:dp@southlanarkshire.gov.uk)

You should contact the Information Commissioner if you are unhappy with our answer to your complaint.

**Information Commissioner's Office**

Wycliffe House, Water Lane

Wilmslow, Cheshire

SK9 5AF

**Phone** 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

**Fax** 01625 524 510

Or **online** at: <https://ico.org.uk/concerns/handling/>

