

Privacy Notice: Citizens' Portal

Why You Should Read This Document

When you enter your personal information in South Gloucestershire Council's Citizens' Portal, you have a legal right¹ to know:

- [What information we need, and why we need it](#)
- [Who we might share this information with](#)
- [How long will we keep this information in our files](#)
- [How we protect your data](#)
- [The legal basis allowing us to hold your data](#)
- [Your rights](#)
- [Where to get more information](#)

This privacy notice sets out to answer these questions.

What Information We Need, and Why We Need It

We need a few basic details about yourself and your child, such as your address, your child's name, or your National Insurance number (for free school meal or two-year-old funding applications) to enable us to process your application for one or more of the following:

- A school place for your child
- Free school meals
- Funded early education for two-year-old children

We are collecting your personal data for the following purposes:

- To confirm the personal details of the child(ren) for whom you are seeking a school place, requesting an eligibility check for free school meals or requesting funding for a nursery place for your two-year old child.
- To confirm who you are and that you have the right to make an application.
- To confirm your child's details.
- To check your eligibility with the Department for Education.

By using the Citizen Portal to make your application you are consenting for us to process your application via this portal.

¹ We will use your information according to the UK Data Protection laws by establishing that we are undertaking our public tasks as described in the Care Act (2014), the Mental Health Act (2007) and the Mental Capacity Act (2005) and associated statutory guidance.

Who We Might Share This Information With

In order to provide the service you required we will share your information with the following:

- **Other council departments**
- **Schools**
- **Early Years Providers**
- **The Department for Education**

When applying for Free School Meals (FSM) we might be asked to share information with schools, this can include - if the FSM claim has been received, what stage the claim is at (e.g. waiting evidence), the outcome of the application or the start date of the FSM claim.

On rare occasions we may also be legally obliged to share your information with other public organisations for the detection and prevention of crime.

How Long Will We Keep This Information in Our Files

We'll keep your information for as long as you have a relationship with us. Specific information relating to this service will be retained for 7 years from the date of your application. We may retain-anonymised information about the service we provided to help us improve our services in the future.

How We Protect Your Data

We recognise that the information you provide may be sensitive and we'll strive to ensure any personal data in our care is kept safe. This means we store it securely and control who has access to it. We also strive to make sure it's correct and kept accurate and up-to-date. We won't store any information where we are not legally required to do so. Where your information is disclosed to a third party, we will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

Your information is not transferred and stored in countries outside the UK or the European Economic Area (EEA) for the provision of this service.

The Legal Basis Allowing Us to Hold Your Data

Sometimes we will collect and process information about you as we have a legal obligation and statutory duty to provide social care to adults in certain circumstances. For example, we have a legal responsibility to provide some services to you, such as to protect you from abuse.

The key areas of legislation that direct us to collect and use your information are as follows:

- **The Care Act 2014.** Our general duty to promote an individual's well-being and safety.
- **Mental Capacity Act 2005.** Our responsibilities when acting and making decisions on behalf of adults who lack the capacity to make particular decisions for themselves.
- **Mental Health Act 2007.** Describes our duties when detaining (holding) and treating people with a mental disorder.
- **Children Act 2004.** Our general duty to support all children's welfare and education under the statutory authority of a local Director of Children's Services

Your Rights

You have a number of rights relating to your information:

- The right to see what data we hold
- The right to ask us to share it with another party
- The right to ask us to update incorrect or incomplete details
- The right to object to your data being processed
- The right to ask us to restrict processing of your data
- The right to make a complaint about how we are handling your data

If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future. In this instance, you have the option to withdraw your consent to share information with you via the Citizen Portal.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.

Where to Get More Information

Please read this in conjunction with the Council's general Privacy Information that can be found here: www.southglos.gov.uk/privacy