

privacy notice



Here at Polaris Children's Services we work with children, young people, parents, families and individuals to support them in building brighter futures.

We deliver support and interventions for people from all walks of life and in many different situations; such as a family needing new skills in parenting techniques, a young person seeking education and employment support, a disabled child needing targeted activities, or a family facing the challenges of domestic abuse.

Our services are requested and paid for by people like Local Authorities, Charities and Government Bodies. These organisations commission us to work on their behalf to achieve positive outcomes for people just like you.

As part of our role, we need to capture, store and share information about you. It is important that you know what we hold, why we have it and who we share it with.

Your rights and privacy are important to us and we work hard to be open, honest and fair about how we treat your information.



It is really important that the information we have on you is accurate and up to date, so please keep us informed about any changes whilst we work with you.

What information do we have about you?

Supporting people face to face with their daily lives requires a certain amount of information to be held.

We will get our information from a number of sources:

- From you, through our work with you and any relevant family members linked to the service
- From our customer, through their referral of you to our service
- From other partner organisations, through their involvement in delivery of the services

As a minimum we will need information such as your name, date of birth, contact details and next of kin/ emergency information to enable our workers to interact with you safely and keep in touch.

Depending on the type of support you are receiving we may also need more detailed information on areas such as education, housing, employment, family, lifestyle or social circumstances.

Sensitive personal information such as religion, ethnic origin, criminal convictions and offences or health details may also be needed, but only gathered where it is necessary for your service. For example we may need to know more about your health if you were receiving disability support, or information about criminal convictions as part of a domestic abuse programme.

How do we use your information?

We will use it to provide appropriate care and support to you under instruction from our customers and to make sure it is making a difference. This is called 'undertaking a public task' under data protection law.

We will use it to report how well our services are working to our customer and to ensure we can run our company well and provide statistics to evidence that. This is called 'legitimate interests' under data protection law.

We may need to use it to defend ourselves against any legal claims or to comply with safeguarding requirements. This is called 'complying with legal or regulatory requirements' under data protection law.

To help us run our organisation effectively:

- We will need to share your information with our database providers to enable them to support our systems and make sure they are working correctly and are fully secure
- We may also need to share your information with business professionals such as legal advisors, regulatory bodies and other professional organisations to meet our legal and strategic obligations
- We may need to share your information with academic or professional research organisations to help improve our services such as in the production of evaluations and statistics

Sometimes we will need to share your information:

To help us deliver support to you:


- We may need to share your information with partner agencies and any sub-contractors involved in delivering the services. This makes sure that they can do their job properly and meet your needs appropriately alongside us
- We will also be required to share your information with our customer to ensure the service we deliver is effective and achieving outcomes
- We may be required to share your information with external public service providers in the event of an emergency or to protect your vital interests

How do we protect your information?

We work hard to make sure our policies, systems, staff and partners are up to date with appropriate security knowledge to keep your data safe and prevent anyone getting to it who shouldn't.

Anybody we allow to access your data will be told exactly what they are accessing it for, how much information they can access and how we want them to keep it safe. We will make sure they treat your data as securely as we do in line with our policies.

If we should suspect there has been any breach of your data, we will notify you of this as well as any regulator we need to legally inform.



How long do we keep your information?

We will hold your information for as long as our customer requests us to under our contract with them, unless there are any longer legal/regulatory timescales that apply. If for any reason you have a claim with us during our work together, we will retain your information for the duration of the claim until it is resolved should this timescale be longer than those above.

Your rights

These are the rights that all individuals have under data protection laws. They do not apply in all circumstances. If you wish to exercise any of these rights, we will explain at that time if it applies or not.

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the “right to be forgotten”)
- The right to request access to your personal information and to obtain information about how we process it
- The right to request the transfer of your personal information to another party (“data portability”)



If you wish to exercise any of these rights, please contact dpo@polariscommunity.co.uk in writing.

You also have the right to make a complaint at any time to the Information Commissioners Office.

