



MONMOUTHSHIRE COUNTY COUNCIL **PRIVACY NOTICE**

This purpose of this Privacy Notice is for you to understand what Monmouthshire Council will do with your personal information.

Monmouthshire Council is the Data Controller for your information. The contact address for us is:

Monmouthshire County Council
County Hall
Rhadyr
Usk
NP15 1GA

Monmouthshire's Data Protection Officer's details are:

Kathryn Evans
01633 644644
dataprotection@monmouthshire.gov.uk

Directorate:	Social Care and Health
Service Area:	Children's Services
Contact Details:	(Nathan Meredith – Young People and Communities Senior Team Lead) nathanmeredith@monmouthshire.gov.uk
Privacy Notice Name:	School and Community Counselling (SCC) - Privacy Notice

Your GDPR & Data Protection rights are:

- You have the right to be informed about your personal information
- You have the right to get access to your personal information
- You have the right to ask us to rectify/correct your information
- If you gave us your consent you have the right to withdraw it at any time.
- You have the right to ask for your information to be erased. This is known as 'the right to be forgotten.'
- You have the right to ask us to restrict the processing/what we do with your personal information
- You have the right to ask for your information in a portable format
- You have the right to object to us processing your information
- You can also make a complaint to us directly using the contact details in this notice
- You have the right to make a complaint to supervisory Authority this is the Information Commissioners Office (ico.org.uk)

Who gave us your personal information?

- We collected this information from you directly



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What types of personal information do we collect about you?

- Name
- Contact details e.g. address/phone number
- Information you may share with us about yourself that would help us to support you

In what format do we collect this information from you?

We collected the data from you through:

- Telephone calls
- Face to face conversation
- Email contact
- Paper and online referral forms

To collect and process your personal information we must have a reason. The GDPR describes this as a 'lawful basis for processing'.

The lawful basis for processing your data is:

- 'Consent' - We have your consent to hold this personal information which you can withdraw at any time

What will we do with your personal information and who will we share it with?

Here are all of the organisations and Internal departments we need to share your data with:

- We may link with other MCC departments, external agencies or education services, if we have your consent.
- If we are concerned about your wellbeing or safety, we may contact another team or agency to support you, for example, Gwent Police or MCC Safeguarding Team.

We must only retain and hold your data if we need to.

For example, we might store and keep your data for a fixed period, or occasionally if there is a legal reason, we may never delete your information. In Monmouthshire County Council we have a retention schedule that we follow and is kept up to date with legal updates.

- Currently our retention schedule directs us to delete and destroy records that relate to children and young people who have records within our service, when they reach 25 years old.
- You can find out more about our Corporate Privacy Notice and retention schedule here: [Privacy Notice - Monmouthshire](#)

How do we keep your information secure?

- Your data is kept secure via password protected and digitally secure drives, folders and files that are only accessed by our team members.



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Date this notice was
created: 10/08/2023

Date Notice
Published:

Version Number: 1

Revision date: August
2024
