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DATA PROTECTION POLICY

CERA will fully comply with the Data Protection Act 1998 and Data Protection principles, and new changes from 25th May 2018 which state that information must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with individual's rights
- Individuals right to request information pertaining to them
- Kept secure an encrypted route is in place at every stage toward access
- CCTV footage is kept securely, and password protected for access and is deleted after 1 month has passed
- Not transferred without adequate passworded protection
- Surveys collected on behalf of cycling UK or another party is not recorded other than the survey form provided, and is not shared other than with the partner organisation / charity
- Student signing in is encrypted access to XCEL spreadsheet completed by staff
- Visitor signing in will be conducted Via a GDPR approved signing in book

CERA recognise that the above principles relate to both paper and electronic systems of record keeping.

This information will not be disclosed to any other party, unless with specific permission of the person it relates to. Any person may request that their details are removed from our records at any time. Any person may request a copy of their information at any time.

Ceracycloan do not hold a membership database and members of the Friends of Ceracycloan organisation is through facebook and individuals can opt in or out at any time they have full control of they're involvement. Any members personal details may not be shared or e-mailed with any third party under any circumstances.

Files and referral forms on clients will only be held on a system with encrypted access, once a provision has ended the electronic files will be kept for three months after this time they will be deleted electronically.

Cycloan Education & Restorative Approaches Ltd
Swallow mill Business Centre, Swallow Street
Higher Hillgate, Stockport SK1 3HJ.
0161 474 0990
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The company holds customer, student and client information on our secure IT Hub portal… the Management Team, Volunteers and staff who have undergone a DBS check use this secure IT Hub Portal daily for updates and contact purposes. In some cases, the secure IT Hub portal holds personal information such as date of birth, addresses of individuals, telephone and email contacts. Schools and other connected authorities with permissions can access the secure IT Hub portal relating to and specific to individual referrals they have a connection with. We also have a secure excel database which holds, names of staff and volunteers, DBS numbers, dates of check and training record information which may need to be shared with third parties which we work with to evidence relevant DBS checks have been fully completed, a training package is in place and the information is compliant with current regulations.

CCTV footage may be used to evidence a crime, or an incident related to our business, under no circumstance must this or any footage ever be used over the internet.
CCTV Footage may **in legal circumstances** be shared with others such as the Police or in circumstance of a physical incident may be used to evidence the situation with related parties such as schools and parents. Any individual captured on CCTV may request at any point copies of the footage involving themselves. Anyone can ask to see images recorded of them. Images must be provided within 40 days of the request been made.

Ceracycloan are registered with the Information Commissioners Office (ICO) *an independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy*

All members of the Ceracycloan team must read and understanding this policy and in doing so must sign this form.

I agree to abide to the principles and rules of this policy.

Signed ----------

Position----------

Date----------

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Sharing information and working with other agencies

In outlining the key arrangements that organisations should have in place under Section 11 of the Children Act 2004, Working Together 2013 makes it clear that these include:

...arrangements which set out clearly the processes for sharing information, with other professionals and with the Local Safeguarding Children Board. (p48)

Working Together 2013 places special emphasis on information sharing, both in order to put children and families in contact with services providing early help, and also in terms of describing the processes for dealing with situations where children may be in need or at risk of protection. The point is made that serious case reviews and public enquiries into the deaths of children failed by the child protection system have repeatedly highlighted poor communication between agencies as a factor:

...fears about sharing information cannot be allowed to stand in the way of the need to promote the welfare and protect the safety of children. (p15)

In adherence with the above, CERA has

1. Guidelines and procedures on sharing information that are compatible with LSCB expectations.
2. A written agreement made with families at the start of their involvement with CERA that specifies the nature of the work to be carried out, the reasons for it, and the basis upon which information will be shared with other agencies.
3. Clear guidance for all staff and volunteers on how to identify children who may benefit from early help assessments and how to contribute to such assessments if required.
4. Up-to-date information about local services available to staff, volunteers and families.
5. Staff trained, supported and competent to identify children who may be in need of help, to work with families in a way that measures impact, and to develop and participate in multi-agency responses to children's and families' needs.
6. Staff familiar with their LSCB's threshold document, which clarifies the process for early help assessment, the type of services to be provided, and the criteria for referring a case to their local authority children's social care service.
7. Staff enabled to engage in proactive review of CERA's practice, via the LSCB's learning and improvement framework, in order to identify and embed learning as a single agency and on a multi-agency basis.

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Recording and Storing Information

Keeping records about the children and families with whom we work is important for several reasons:

- An electronic attendance register, as well as containing essential information about children's care needs and contact details of parents and carers is vital in keeping children and young people safe and promoting their welfare while they take part in activities.
- Keeping electronic written records is often essential in the delivery of what Working Together 2013 describes as "effective, evidence-based services" that involve "regular review" and can "demonstrate the impact they are having on the outcomes for the child" (p13, para 12–13).
- Clear and accurate records are an absolute necessity if Cycloan Education and Restortive Approaches (CERA) are ever in the position of having to make a referral to a child protection agency because they believe that a child may be at risk of abuse or in need.

However, "Respect for your private and family life" is seen as a fundamental right (Article 8) of the Human Rights Act, adopted in the UK in 2000. This includes a stipulation that personal information should be kept securely and should not be shared without consent, except in special circumstances.

In adherence with the above CERA will:

1. Keep a electronic written record of each contact that they have with a child, proportionate to the type of activity run by CERA.
2. Records will clearly distinguish between fact and opinion.
3. Personal information, other than the individual's name, is kept separate from information about other people.
4. Electronic Records are signed and dated by the person who makes them within our IT Hub Portal.
5. CERA sets and follows time limits, so that records within CERA are completed as soon as possible after the contact.
6. Children and families will be made aware of CERA's intention to keep records and their purpose and use.
7. Children and families will be granted access to these records unless such access would be contrary to the child's best interests, as they have a right to ask to see any records that CERA makes about them.
8. Electronic records and any portable electronic equipment that holds or provides access to personal information will be stored securely in a locked cabinet in CERA's premises. All equipment will be password protected.

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9. Unauthorised access to electronically stored personal and sensitive information is prevented by the use of security measures, such as usernames, passwords and encryption.

10. Information that may be needed in an emergency (e.g. family contact details) is readily available during group's activities, held by CERA's is kept and accessed through a secure IT Hub Portal, encrypted and password protected.

11. Concerns that a child may be in need or at risk of abuse will be recorded and placed on the child's electronic file within the secure IT Hub portal and communicated and recorded to the referrers via the secure portal, together with details on how the concerns have been dealt with.

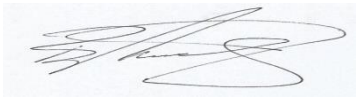
12. Referrals made to a statutory agency about concerns for a child will be confirmed in writing on our IT Hub portal and once complete and update made on our system are, flagged and communicated immediately to the referrer, and a copy placed on the child's electronic file held in the IT Hub portal.

13. CERA will retain electronic records for a minimum of 3 years and will then be disposed of by our Information Technology Services in a safe and secure manner information/documentation pertaining to young people, customers, and the services we work with including deleting any electronic information held within our secure IT Hub portal.

14. Staff and volunteers will be made aware of CERA's expectations regarding recording, storage and carrying of information during induction – and will be supported in meeting these expectations during regular supervision/training

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: .23/11/2021 .....

Signed:  Brian Pendlebury company Director

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