



North

Yorkshire County Council

Children and Young People's Service

Agreement for the use of information from providers of services for families

Introduction

North Yorkshire Families Information Service (throughout this document referred to as “we” or “us”) would like to make information – about you and the services you provide – available to other local authorities, members of the public and other services which parents use.

The Provider Portal is available to you at any time and provides a secure area where you should go to access details regarding your personal information. The Portal gives you complete control over what information we hold about you, what information we share and how you are contacted.

The permissions section of the provider portal will request your agreement to share information with families and other agencies (see provider portal guidance notes for full details)

If you agree to us using this information, we will be able to:

- promote your services to parents, carers and other professionals
- provide you with details of training, development and other opportunities
- share information with other agencies to meet statutory duties and regulatory requirements

Allowing us to use information you ‘own’

You may own the copyright or other similar rights in some of the information that you give us, for example text that describes your services that appear on your website, within leaflets or other marketing materials.

In case this applies to some of the information you give us, we need your agreement to store, use and pass on this information with the partners with whom we work:

- Children's Centres
- Schools
- Health
- Safeguarding
- Voluntary Sector
- Police

Your agreement

By providing us with your information – which may include personal data and information in which you own the copyright or other similar rights, and signing the consent section of the provider portal, you are specifically giving us (and the partners listed above) permission to:

1. store the information you have given us and use it for the following purposes:
 - helping you promote your services
 - providing information to parents and prospective parents
 - helping them choose services which fit their needs
 - assessing whether there are enough services of the right kind available locally
 - contributing to government initiatives to support and provide information to parents
2. depending on which options you select, make this available to members of the public:
 - verbally -by phone or face-to-face
 - in writing – in print or by email or fax
 - internet– on www.northyorks.gov.uk/nyfamilies

Making your information available in these ways is often the most convenient way for parents to access it.

Registered Childcare Providers only

Please note we take no responsibility for the accuracy of the information supplied by Ofsted.

Personal data on the Internet

Information, personal data, and sensitive personal data available via the Internet may be accessed in territories outside the European Union, which may operate different levels of data protection than apply within the European Union.

How we will handle your information

North Yorkshire Families Information Service and its partner agencies are required to store your personal data securely as required by Data Protection Legislation.

The information you supply to us, which may include personal data, will be stored and used by us until you update this through the provider portal – at which time you will need to confirm that it is still accurate. You will also be asked to confirm if, and in what ways, you still want your information to be made available.

You also have the right to request removal of your information by removing or changing the permissions status in the portal.

Getting access to your information

You can see how your information appears to the public by going to: our Families Information Service website www.northyorks.gov.uk/nyfamilies

You have the right to ask for a copy of any information we store about you by contacting us in writing: Information Governance Office, Veritau Ltd, County Hall, Racecourse Lane, Northallerton, DL7 8AL or email infogov@northyorks.gov.uk

Complaints, Compliments, Comments and Suggestions Procedures

North Yorkshire County Council is committed to providing a high standard of service to all of its customers. However, you may feel unhappy about the service we are providing or you wish to provide us with positive feedback. If this occurs, contact:

Children and Young Peoples Service
Tel: 01609 532551
Email: cyps.contactus@northyorks.gov.uk or

Children and Young Peoples Service
FREEPOST DL76
North Yorkshire County Council
County Hall
Northallerton
North Yorkshire
DL7 8BR

For any queries, please contact the Families Information Service (FIS) on 01609 533483, email: fis.information@northyorks.gov.uk