

# Privacy Notice Bristol City Council

## Service Privacy Notice

### Educational Psychology Service (School Traded Work)

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes on the [Bristol Educational Psychology Service](#) website and publish the revised privacy notice on the Bristol City Council Privacy Notice [Bristol City Council Privacy Notice web page](#). This privacy notice should be read alongside the council's [Corporate Privacy Notice](#).

Our main address is City Hall, College Green, Bristol, BS1 5TR and our service can be contacted at [tradingwithschools@bristol.gov.uk](mailto:tradingwithschools@bristol.gov.uk).

### What is the Educational Psychology Service?

Bristol Educational Psychology Service (EPS) has two main routes for working with children and young people across Bristol: statutory work and school traded work. Statutory work includes all work that is commissioned directly from Bristol City Council, such as contributions to Education, Health and Care Assessments and SEN tribunals. Traded work includes all work that is commissioned directly from schools and education settings to support the children and young people in their setting. This privacy notice relates to the service's school traded work.

Educational psychologists (EPs) work to improve the learning and wellbeing of children and young people at their educational setting. EPs have training and postgraduate qualifications in education and child development. They are regulated by the [The Health and Care Professions Council \(HCPC\) | \(hcpc-uk.org\)](#).

Many schools and settings across Bristol, including primary, secondary and special schools, commission traded work from the EPS. These settings commission the EPS through annual contract agreements that state how much time the EPS will deliver in the school and the terms and conditions of this traded work. Not all Bristol schools and education settings commission traded work from the EPS.

A school that commissions traded work from the EPS will have their own 'link EP' (sometimes more than one EP) who then agrees with setting staff, typically the school SENCo, what traded work to provide given the unique needs of this setting. This traded

# Privacy Notice Bristol City Council

work might involve working with several young people at the school and/or the school staff to develop practice and early intervention.

EPs work with children and young people in schools aged from 0 to 25 with a wide range of needs. This includes children and young people who:

- find communicating, expressing themselves or playing with others difficult
- are being bullied
- are getting into trouble at school
- have ongoing difficulties in an area of learning, such as learning to read or remembering things
- feel low, worried, angry or want to hurt themselves
- have a disability or sensory impairment

EPs often work with children and young people who:

- have [special educational needs or disabilities \(SEND\)](#)
- have a social worker
- are at risk of school exclusion
- have experience of trauma

The purpose of the EP's traded work is to find solutions and actions which lead to helpful change for the child or young person in school. The EP will usually work with those people directly supporting the child or young person to jointly solve a problem, including the child's teachers and their parents or carers.

More information about what this traded work with children and young might involve can be found here: [Get help with a child's learning and wellbeing at school from an educational psychologist \(bristol.gov.uk\)](#).

## What data we need to collect and use

To provide this service for children and young people, we will collect and use some or all of the personal information below:

- Name
- Date of birth
- Educational history
- Gender
- Family details
- Mental health or physical details
- Race or ethnic origin

# Privacy Notice Bristol City Council

The EPS gets most of this information from what the EP learns about the child or young person through their agreed involvement with the service. They may also get some information about the child or young person from: an online form completed by the school and parents or carers to access the traded service, family members, school records, social care files, health records and historical educational psychology files.

A lot of this information will be shared by the child or young person's school when they first request traded EP work. Before a school requests traded work with a child or young person they will first talk to the child or young person's parents or carers about why they are requesting this work and what it might involve. Only if the parents or carers agree to the school making a request for traded EP work will the information be shared with the EPS. If the child or young person is over 13 they will also need to agree to information being shared with the EPS.

## How do we use your personal information?

We use this information for one or more of the following reasons:

- a) To allow EPs to check their service's system for relevant background information to understand the child or young person's situation and support needs
- b) To allow EPs involved in promoting the learning and wellbeing of children to understand the child or young person's educational history and current situation to plan support for improving their engagement in school
- c) To allow EPs to keep a record of their involvement and the actions agreed, typically in a written report that is sent to the child or young person's school and parents or carers, so that these actions can be implemented and reviewed
- d) To monitor patterns of individuals discussed and the impact of actions agreed through traded EP work.

## Who else might we share your personal information with?

Sometimes the EPS needs to share a child or young person's information, but we will only do so where we have a valid legal basis to share data. The EPS will only share the minimum information for each circumstance. The EPS may share some of the child or young person's personal information with one or more of the following:

- Staff in your child's school
- Bristol City Council Special Educational Needs Team
- Bristol Children's Social Care Team

# Privacy Notice Bristol City Council

- Other professionals working directly with the child or young person (e.g. CAMHS clinical psychologists, paediatricians).

## Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

## What is the legal basis for our use of your personal information?

The information below shows the legal basis we are relying on to use a child or young person's personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our [main privacy notice](#).

### Personal information

There are two legal bases for us using a child or young person's personal information.

The first of these is to carry out a contract, meaning that we need the information to comply with our obligations under the contract agreed with the school commissioning this traded work that are set out in law. The processing of personal data is targeted and proportionate of achieving our purpose with the child or young person.

The second legal basis for using personal information is to carry out a public task, meaning that we need the information to exercise our official authority and to carry out tasks in the public interest that are set out in law. Schools, other education settings and Local Authorities have the public duty to provide multi-agency early intervention for children and young people, as required under the Children Act 2014 and Working Together to Safeguard Children 2023. By carrying out this traded EP work the EPS is working together with schools and the Local Authority to carry out this official duty.

### Special category (sensitive) personal information

Our additional legal basis for using a child or young person's special category information is Substantial Public Interest with the conditions of safeguarding children (under 18) and statutory and government purposes.

We are collecting this data because this data is necessary to carry out legal responsibilities of both schools and Local Authorities to provide multi-agency early intervention for children and young people, as required under the Children Act 2014 and Working Together to Safeguard

# Privacy Notice Bristol City Council

Children 2023. We share this data to carry out quality and effective work and store this data to record decisions made.

## How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. The EPS will hold this information for up to twenty five years from the date of last involvement with the service, or as long as the child or young person remains in education.

After this, your personal information will be deleted, unless the child or young person or their parent or carer requests for us to hold this information for an agreed further period of time.

Parents and young people over the age of 13 can request for their data to be deleted. This request will be considered on a case-by-case basis. Parents can also request to receive a further copy of the report from this traded EP work at any time by contacting [tradingwithschools@bristol.gov.uk](mailto:tradingwithschools@bristol.gov.uk), as can young people over the age of 13.

If the child or young person's parents or carers do not complete their online form to access the traded service within two weeks of the EPS receiving initial personal information from the school, the information provided by the child or young person's school will be deleted and no further information processing about this child or young person will take place.

## Your rights as a data subject

The law gives you several rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about how we use and share your data and your rights can be found on our [Corporate Privacy Notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at [data.protection@bristol.gov.uk](mailto:data.protection@bristol.gov.uk) or by writing to our data protection officer at:

Data Protection Officer  
Information Governance  
Bristol City Council

# Privacy Notice Bristol City Council

City Hall  
PO Box 3399  
Bristol  
BS1 9NE

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>

Next annual review date: 1<sup>st</sup> June 2025

Version number for this privacy notice:1.0