

Social Services

Privacy Notice Summary

Caerphilly County Borough Council's Social Services Directorate is committed to providing quality services to those in need.

- The Children's Services Directorate provides a range of services for children, young people, and their families, in partnership with many other agencies and voluntary organisations. Our overall aim is to support children and young people to remain living within their own families, wherever this is safe to do so.
- The Adult Services Directorate provides a wide range of specialist services to members of the community over eighteen years of age, who experience difficulties on a day-to-day basis due to a range of issues.

If eligible for support, this may be via a Caerphilly County Borough Council service, an externally commissioned service or another service that has the right expertise to meet the needs identified.

In order to provide these services we may need to gather information about you and / or your family, directly from you or from others. We will only gather relevant information and the legal basis for us collating and using this information is public task.

Your information will be stored securely and kept in line with our retention policy. This means we will only keep information for as long as we need to.



Your information may be shared with other professionals and organisations, if there is a need to do so. All sharing of information will be compliant with data protection legislation.

To find out about how we collect and process information held within Social Services, please contact the Social Services Complaints and Information Team:



**sscomplaintsandinformation
@caerphilly.gov.uk**



0800 328 4061

You have a number of rights in relation to the information held about you including the right of access to information we hold and the right of complaint if you are unhappy with the way your information is being processed.

Further information on how we process your information and your rights can be found on our website:

**[https://www.caerphilly.gov.uk/
CaerphillyDocs/FOI/PrivacyNotices/
Social-services-privacy-notice.aspx](https://www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/Social-services-privacy-notice.aspx)**

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Let's work together
to get things right