

Privacy Notice – Buckinghamshire Birth Relatives Project

1. Who we are

Buckinghamshire Birth Relatives Project

is part of PACT's adoption services and provides independent, confidential support to birth relatives affected by adoption. Parents And Children Together (PACT) delivers this service on behalf of Buckinghamshire Council.

For the purposes of data protection law:

- Buckinghamshire Council is the Data Controller. This means Buckinghamshire Council decides how and why your personal data is used.
- PACT is the Data Processor. This means PACT processes your personal data on Buckinghamshire Council's behalf and in accordance with Buckinghamshire Council's instructions.

2. Who this notice applies to

This notice applies to:

- People who contact Buckinghamshire Birth Relatives Project to ask about support services
- Birth parents affected by adoption
- Other birth relatives affected by adoption
- Individuals referred to Buckinghamshire Birth Relatives Project by professionals
- Professionals who provide information as part of a referral

3. What data we collect

We use your data at different stages of your involvement with Buckinghamshire Birth Relatives Project.

3.1 Enquiry Stage

If you contact us to ask about our services, we may collect:

- Your name
- Contact details
- Information about your enquiry
- Notes of conversations

Why we use this data: To respond to your enquiry and provide information about available support.

Legal basis: Consent and legitimate interests.

3.2 Referral and Assessment Stage

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If you are referred to Buckinghamshire Birth Relatives Project, we may collect:

- Identity and contact details
- Information about your circumstances
- Information about your relationship to the adopted person
- Information from professionals involved in your support
- Information about any support needs you may have

Why we use this data: To understand your circumstances and assess what support may be appropriate.

Legal basis: Consent, contract and legitimate interests.

3.3 Support Delivery Stage

If you receive support from Buckinghamshire Birth Relatives Project, we may collect and record:

- Contact details
- Case notes
- Support plans
- Correspondence
- Information about your wellbeing and support needs
- Safeguarding information where relevant

Why we use this data: To provide support, maintain accurate records and ensure services are delivered safely and effectively.

Legal basis: Contract, legitimate interests, public task and vital interests where safeguarding concerns arise.

3.4 Service Evaluation and Reporting

We may use information about the support we provide to:

- Monitor service quality
- Evaluate outcomes
- Report to Buckinghamshire Council
- Produce statistical reports

Where possible, information used for reporting will be anonymised.

Why we use this data: To improve services and demonstrate how support is being delivered.

Legal basis: Legitimate interests.

4. What personal data we collect

We only collect information that is necessary to provide Buckinghamshire Birth Relatives Project services.

We may collect:

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- Name, address and contact details
- Date of birth
- Preferred pronouns
- Nationality
- Languages spoken
- Information about your family circumstances
- Information relating to adoption
- Information about your support needs
- Case notes and records of support provided

5. Sensitive and criminal offence data

Some information we use is more sensitive.

This may include:

- Health information
- Disability information
- Ethnicity
- Safeguarding information
- Information relating to criminal offences
- Risk assessment information

We only process this information where it is necessary to provide support, meet safeguarding responsibilities, comply with legal obligations or where you have provided consent.

6. Where your data comes from

Your personal data may come from:

- You directly
- Buckinghamshire Council
- Local authorities
- Social workers
- Other professionals involved in your support
- Referral forms and supporting documents

7. Who we share your data with

We only share your personal data when necessary.

This may include:

- Buckinghamshire Council
- Local authorities
- Social workers
- Health professionals
- Other organisations involved in supporting you
- Regulators or public authorities where required by law

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We may also share anonymised information for monitoring, reporting and service evaluation purposes.

8. Safeguarding and sharing without consent

We have a responsibility to protect children and vulnerable individuals.

We may share your information without your consent if:

- There is a safeguarding concern
- Someone is at risk of serious harm
- We are required to do so by law
- It is necessary to protect your vital interests or the interests of another person

9. How we store your data

We keep your personal data secure by:

- Using secure systems and databases
- Restricting access to authorised staff only
- Using encrypted email when sharing information
- Applying appropriate technical and organisational security measures

10. How long do we keep your data?

We keep your personal data only for as long as necessary.

Type of Data	Retention Period
Enquiries where no service is taken up	While the enquiry is open and then delete once the record is transferred to Buckinghamshire Council.
Active service user records	While support is being provided
Closed service user records	Delete after transferred records to Buckinghamshire Council.
Complaint, safeguarding or legal records	Longer where required

11. International transfers

We do not transfer your personal data outside the UK unless appropriate safeguards are in place.

Where a transfer is necessary, we will ensure suitable protections are applied in accordance with UK data protection law.

12. Your rights

You have rights under data protection law. These include:

- The right to know how your data is used
- The right to access your personal data

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- The right to request correction of inaccurate data
 - The right to request restriction of processing
 - The right to object to processing in certain circumstances
 - The right to request deletion of your data where applicable
 - The right to withdraw consent where consent is the legal basis for processing
- Some rights may be limited where exemptions apply under data protection legislation.

13. Contact us

If you have questions about this notice or wish to exercise your rights, please contact our **Data Protection Officer**

- Email: dataprotection@pactcharity.org
- Post: PACT Head Office, 7 Southern Court, South Street, Reading, RG1 4QS
- Telephone: 0300 456 4800

14. Complaints

If you are unhappy with how your personal data is being used, you can contact the Information Commissioner's Office (ICO):

- Telephone: 0303 123 1113
- Website: <https://ico.org.uk>
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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