**Privacy Notice**

As a Local Authority, the London Borough of Tower Hamlets collects and uses your personal information to provide you with statutory and other services. Your privacy is important to us. Our information security policies and access controls ensure that your information is only visible and processed by those authorised to do so, and in accordance with the Data Protection Act 1998.

Any personal or sensitive information you share with us will be used to provide you with services and any statutory duties that the council is required to fulfil.

**The personal information we collect**

We will collect the personal information that is required to provide you with the appropriate council services. In most cases the minimum required will be your name, address and date of birth. Further information will be requested by the appropriate teams depending on the service being provided and will usually include some equalities monitoring data. We will only request information that is required in order to provide you with the necessary services and will ensure that information is relevant and not excessive.

To allow the Council to effectively target and plan the provision of services, we may anonymise some personal data to ensure that you cannot be identified and use this for statistical analysis of data.

As a Local Authority, we have a duty to improve the health of the population we serve. To help with this we use a range of information, including data on births and deaths, as well as information from hospitals and other sources to understand more about the nature and causes of disease and ill-health in the area. This data would normally be anonymised and never used to make decisions on a specific individual or family.

**How long we keep your information**

We will only hold the information provided to us for as long as is required by law and to provide you with the necessary services. Data will be held in accordance with our retention schedules and will be securely disposed of once it is no longer required. For example, financial information such as benefit payments are destroyed after 7 years unless the claim is still live.

**Information sharing**

Your personal information may be shared with internal departments or with external partners and agencies involved in delivering services on our behalf. Your personal information will not be shared with any third parties except where we have your permission to do so (e.g. to provide a service), it is in accordance with the Data Protection Act, or we are required to by law.

The council has a duty to protect public funds and may use personal information and data-matching techniques to detect and prevent fraud, and ensure public money is targeted and spent in the most appropriate and cost-effective way. In order to achieve this, information may be shared with internal departments and other external bodies like the NHS, the Department for Work and Pensions (DWP), other Local Authorities, HM Revenue and Customs, and the Police.

Your information will never be shared with third parties for commercial purposes, unless you have provided specific consent for us to do so.

**The Government’s Troubled Families Programme – ‘Supporting Stronger Families’**

Tower Hamlets Council supports the Government’s ‘Troubled Families’ initiative for families with complex needs. We have set up a local initiative called ‘Supporting Stronger Families’ to assist these families.

In order to deliver the programme in line with the government guidelines and identify and support those families with the most pressing and complex needs, information will be shared between council departments and with appropriate organisations like housing or criminal justice partners.

Information sharing for the Supporting Stronger Families initiative will be carried out in a proportionate and lawful manner for the purposes of identifying those families who meet the Supporting Stronger Families criteria, and are most in need of extra support.

In addition we are also required to take part in the National Impact Study, a major piece of **anonymised** research comparing the progress of families who have received a Supporting Stronger Families service with those who have not in order to measure the effectiveness of the programme. This research will be essential to establishing the best way of working with families to resolve their problems, improve outcomes for them and the wider community, and save public money.

Information shared for the National Impact Study will only be used for research purposes and will not be used to make any decisions about you or your family. The information will remain anonymous and will never be published in any identifiable way.

**Further Information on the Data Protection Act**

Further information about the Data Protection Act and good information handling guidance can be found on the Information Commissioner’s Office (ICO) web site:[www.ico.org.uk](http://www.ico.org.uk/).