Family casework

Privacy Policy (January 2023)

**Our contact details**

Contact: Your caseworker

Address: The Dovecote, Nightingale Avenue, Oxford, OX4 7BU

Phone Number: 01865 528658

E-mail: casework@togethermigrantchildren.org.uk

**The type of personal information we may collect**

* your name and date of birth.
* The names and dates of birth of your children, partner and any other dependents.
* your contact details (such as mobile telephone number, email address, and current residential address).
* the countries and places where you have lived in the past, including your address history for the last few years.
* your education and background.
* your medical history and current medical conditions.
* your immigration history and your immigration status.
* your financial position, including details of money you have received and sent for up to the last 6 months.
* information in the bank statements you may provide to us.
* information in the identification documents you provide to us, such as birth certificates and passports.
* information in the letters and documents you provide to us, such as:
  + your correspondence with the Home Office, the Legal Aid Agency, local authorities, banks, landlords, schools, and doctors.
  + your past applications to the Home Office and the Legal Aid Agency.
* Written records of each conversation you have with us.
* any other information you provide to us when discussing the your case with us.

**How we get the personal information and why we have it**

Most of the information that we get about you and your family comes directly from you or family members in what we discuss and what you send us.

We may also receive information about you and your family from the following sources:

* The person who referred you to us. They will provide a form with information about your family and why they are referring you to us.
* Agencies that work with your children – Such as schools, your GP, children’s social care after school groups, children’s centres and other agencies that your children come into contact with.
* Agencies that work with you – Such as advice agencies, your GP, community organisations, other agencies you come into contact with.
* The Home Office if we make a subject access request for your records on your behalf.
* Your legal representatives – Such as a solicitor, caseworker, immigration representatives or community care lawyer.

We use the information to provide you and your family with support. Casework is a broad term that covers the whole time we are working with you around issues such as destitution, housing issues, financial problems, immigration difficulties, concerns or worries about your children.

We may also share information about you and your family with:

* The person who referred you to us. They will provide a form with information about your family and why they are referring you to us.
* Agencies that work with your children – Such as schools, your GP, children’s social care, after school groups, children’s centres and other agencies that your children come into contact with.
* Agencies that work with you – Such as advice agencies, your GP, community organisations, other agencies you come into contact with.
* Other agencies that may be able to help you – Like referring you to a food bank, another organisation or community resource.
* The Home Office (only if you give us explicit consent, such as if we write a supporting letter or statement).
* Your legal representatives – Such as a solicitor, caseworker, immigration representatives or community care lawyer.
* The suppliers of our systems we use for recording (though they are not allowed to access nor do anything with this data)

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are:

**(a) Your consent – we will ask you to give consent on behalf of yourself and on behalf of each member of your family who is too young to understand their rights. You are able to remove your and their consent at any time. You can do this by contacting your caseworker or Nick Watts on 01865 528 658** [casework@togethermigrantchildren.org.uk](mailto:casework@togethermigrantchildren.org.uk)**. You will also receive a client care letter which outlines what you can do with your information more broadly.**

**(b) The consent of each member of your family who is old enough to understand their rights – we will ask each of them to give their consent. They are able to remove their consent at any time. They can do this by contacting their caseworker or Nick Watts on 01865 528 658** [casework@togethermigrantchildren.org.uk](mailto:casework@togethermigrantchildren.org.uk)**.**

**(c) Vital interests / Public task – In respect of safeguarding records of children.**

**In your consent form, you can specify which of the agencies we have written about above you are happy for us to share and receive information with. This is your recorded consent. We may also use verbal consent (which we make a written record of) in specific circumstances.**

**We will only share and receive information from those you have given us permission to do so, unless there is an overriding interest, such as safeguarding a child or preventing serious harm.**

**Once your case has concluded, we will use the information you give us to continue to keep in touch, such as sending your reminders about leave renewal.**

**How we store your personal information**

We securely store the information we hold about you and your family.

We keep this information for 7 years after your case has concluded (the date you receive a closure letter). We will keep any records about the children’s welfare or safeguarding until the child has turned 18.

If you wish to withdraw your consent before the 7 years you can by writing to the data controller. We will remove all records aside from records we are required to keep (such as safeguarding records for children until they turn 18). We will explain what we are required to retain.

If you are accessing other projects within Together with Migrant Children, we will explain those data rights in a separate privacy notice.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

**Make a request**

You can make a request on any of the above by speaking to your caseworker or our data controller;

Nick Watts  
01865 528 658  
[casework@togethermigrantchildren.org.uk](mailto:casework@togethermigrantchildren.org.uk)

If you do not receive a resolution to your request, you can make a complaint as outlined on the next page.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us. You can do this

**By email:** [trustees@togethermigrantchildren.org.uk](mailto:trustees@togethermigrantchildren.org.uk)   
**By post:** Attention: Chair of Trustees, Together with Migrant Children, The Dovecote, Nightingale Avenue, Oxford, OX4 7BU.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>