Play & Youth Service Privacy Notice
Housing, Neighbourhood and Building Services
Portsmouth City Council

Portsmouth City Council is a registered Data Controller (Registration Number Z5578313) Portsmouth City Council tries to meet the highest standards when collecting and using personal information in accordance with data protection law. This privacy notice tells you about how Portsmouth City Council collects and uses personal information.

What information do we collect?

Portsmouth City Council collects the names, images, addresses, dates of birth and contact information in the form of telephone numbers and email addresses from you as a customer or tenants. We may also collect other personal information about your family, your mental and physical health, financial circumstances and housing and social care needs when relevant. We keep copies of letters and records of telephone calls along with information we receive about you from other people. We also keep details of your next of kin, people you wish us to contact in the event of an emergency.

Why do we collect your information?

Portsmouth City Council uses personal information to:

- Deliver services
- Enable digital delivery of services
- Manage behaviour of customers accessing services
- Facilitate activities in the community for customers
- In cases of emergency, where contact must be made
- Offer support
- Assist in service development

How we use your information?

Portsmouth City Council uses personal information to:

- Ensure that we can contact you when we need to. This means that we can make you aware an accident and contact you in the event that you child may be unwell.
- Allow you to pay for services i.e. trips.
- Photos are collected for a historical record and are referred for the interest of future users of the service. They are also used in promotional articles.
- To provide access to the Duke of Edinburgh scheme.
- Document examples of good service delivery for education and training purposes.
- Use anonymised data in reporting attendance
- To enable partnership working with internal and external agencies who offer support in line with our services.

How do we keep personal information secure?

Portsmouth City Council ensures that your personal data is kept secure through the use of technical security measures for all our IT systems. We ensure that only employees who should have access to personal data can do so and this is managed through comprehensive training, regular checks and validation. Anyone that processes personal data on our behalf, such as repairs contractors, are governed by

specific contracts to ensure that they do so securely and only for the purposes set out by Portsmouth City Council.

How long do we keep hold of personal information?

Records will not be kept for longer than necessary. Full information regarding retention periods for the different types of data can be found on our website www.portsmouthcc.gov.uk

Access to personal information

You have the right to know if Portsmouth City Council holds any personal information relating to you. You can do this by making a 'Subject Access Request' using the information in the ***'How to contact us'*** section or by going to https://www.portsmouth.gov.uk/ext/the-council/freedom-of-information You will usually be entitled to see all of the data held about you but may not be entitled to see confidential information about other people.

Access to CCTV images

CCTV and Body Worn Camera images that are stored and catalogued may be accessed by individuals by following the procedure above to make a 'Subject Access Request'. Portsmouth City Council may not record CCTV at all locations with CCTV signage and not all CCTV cameras will be operational at all hours of the week. Individuals may not be able to see visual images that contain other identifiable individuals or are considered confidential under law e.g. if they are required for the prevention or identification of a crime.

Sharing or disclosing personal information

There may be times when we need to share your information with other people. We will only do this if you have given your consent or where the law allows or requires us to. This could be in an emergency where there is a safeguarding concern or life threatening situation or for the purposes of preventing or detecting crime or fraud or apprehending and prosecuting offenders where we have a statutory duty to do so

We will only share appropriate information about you with your family or carers and usually only where you have given specific permission to do so. We may withhold information where it places any individual at risk

We will share personal data with internal and external organisations such as social care, schools, housing providers, the Police and health care providers to allow us to assist you with to access appropriate support for your family.

We will only share with each person or organisation the details they need in order to provide their services or support to you or perform their statutory duty.

We may access information held by partner agencies, including Children's Social Care, the Youth Justice Service (YJS), and Education services, where necessary to support safeguarding responses and fulfil our duty to protect the welfare of children and young people.

Complaints or queries

If you have a complaint or query about how we collect and use personal information, if you would like a change to be made to your record or want to object to processing

of your information, please contact us using the information in the ***'How to contact us'*** section below.
If you would like to make a complaint or are not satisfied with the responses you have received from us after making a request, please contact:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Tel: 0303 123 1113 (local rate) or 01625 545 745 (if you prefer to use a national rate number).

Changes to this privacy notice

This privacy notice was last reviewed on 16th July 2026.

How to contact us

If you want to request details of our privacy policy and how we collect and use personal information, you can contact:
Data Protection Officer,
Customer, Community & Democratic Service, Portsmouth City Council
Civic offices, Portsmouth, PO1 2AL
Email: Dataprotection@portsmouthcc.gov.uk
Telephone: 023 9268 8482