

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us run our Children and Family Hubs (also known as “Childrens Centres”).

Date of Issue: 18 December 2018

Update History:

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| 15 November 2018 | First issue of a new Privacy Notice  |
| 18 December 2018 | Small edits for clarity with respect to collection of parental and child ethnicity and date of birth, and scanning and retention of registration forms |
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Directorate: Communities  
Service: Education  
Team: Early Years

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

**James Gore AMBCS BA**

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

## **What data will we collect about you?**

We will collect basic personal information about you and your family. This will include:

- Your name
- The names of your children and your relationship to them
- Your and your children's date of birth
- Your address
- Your email and telephone contact details
- Your employment status
- Your receipt of benefits
- Your and your children's ethnicity
- Your languages spoken
- Whether you suffer from any disabilities or special needs
- Whether you breastfed/are breastfeeding your children
- Whether you are a smoker
- Your attendance at events and your use of particular services provided by the Family Hub

In addition:

- If we receive a Family Wellbeing Referral Form in respect of your family from another agency (for example your health visitor), then we will receive any personal information about you contained in the form. The information we receive about you will depend on the content of the form, which you will have completed with the relevant agency. Depending on the particular circumstances of your referral, this may include the types of information listed in the bullet points above together with information about your family relationships, physical or mental wellbeing, and types of family support previously sought and provided.
- If we receive a Family Wellbeing Referral Form in respect of your family from another agency, or if you choose to self-refer, then we will receive personal information you contained in the form. In addition your allocated Family Support Worker will record case notes containing information you provide in conversations with them that are relevant to the referral.
- If your child is the subject a Child Protection Plan or a Child in Need Plan then we may receive information about you contained in that Plan and/or in the minutes of any Child Protection Conference(s) concerning your child. This may include your name, address, age, ethnicity, languages spoken; information about family relationships, health information, financial information, information about criminal convictions and alleged criminal offences and other information relevant to child safeguarding issues.

## **What will we use your data for?**

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We will use the information about your name and contact details in order to send information about our services to you.

We will use the other information you provide in the Registration Form and any records of your attendance at Family Hub events:

- to monitor how the services provided by the Family Hub are used, to ensure that enough resources are available to provide those services to an appropriate standard;
- to monitor and assess the demographic composition of those who use the Family Hub's services, in order to ensure that those services meet the needs of the community and to identify any gaps in provision or unmet needs.

If we receive a Family Wellbeing Referral Form in respect of your child, we will use the personal information in that form:

- to determine the appropriate Family Support Worker who will be best placed to help meet you and your child's needs; and
- to determine what support the Family Hub can provide to assist with the particular needs identified in the form.

If we receive a Child Protection Plan or a Child in Need Plan, or the minutes of any Child Protection Conference, in respect of any child for whom you have parental responsibility, we will use the personal information in that form to implement the actions set out in the Plan.

### **Who will see your data?**

Your data will be seen by authorised employees of West Berkshire Council who work at the Family Hub and who have a legitimate interest in seeing that data for the purpose of providing Family Hub services and complying with any child protection obligations.

We may share relevant information with other agencies where this is necessary to meet our legal obligations. In particular, if there are child safeguarding concerns in respect of a particular child, we may need to share information about you with to the West Berkshire Contact Advice and Assessment Service (CAAS).

In addition, if a Child Protection Plan or Child in Need Plan is in place in respect of your child, we may need to share information about you with:

- West Berkshire social services
- Your health visitor
- Your housing association
- Your child's nursery or school
- The police

We will not send or pass your data to any third party (unless either required to by law or to protect the vital interests of someone), and we will not sell or use it for any purpose other than those listed above.

### **Your right to refuse**

The Council is required by statute to provide Childrens Centres by the Childcare Act 2006 (GDPR 6(1)(c)). The Council is also required to make sure that what it offers provides sufficient access for local people and that it maximises the benefit of the centres to

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parents, prospective parents and young children. Your personal data assists the Council in meeting these aims.

The Council also processes your personal data in the interest of providing a helpful and cost-effective service to our communities, in its capacity as a Public Authority (GDPR 6(1)(e)). Collecting data about those that use the service enables the Council to plan and provide good quality services that are useful to as many of our residents as possible. It also helps us make sure we can identify services that you might find useful and make sure that services we offer are effective and have good results for those who use them.

If you decide not to provide personal data for the Council to process, it is very likely to result in you not being able to use the services offered by the Family Hub. The Council would not be able to verify you/your children's identity, whether you were residents of the area or how to contact you in an emergency, for instance.

### **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention) ).

### **How if your data stored and processed?**

Any personal data about you which you provide to the Family Hub, or which is provided to the Family Hub by another agency, will be stored securely in paper or electronic form as appropriate.

In particular:

- Information provided on the Family Hub registration form will be transferred to a secure electronic data management system provided by Capita, which members of staff at the Family Hub are able to access on a secure password-protected basis. Hard copies of all registration forms are scanned and securely shredded after the information has been securely uploaded on to that system.
- Information contained in case notes compiled by Family Support Workers and scanned registration forms are stored on a secure electronic database managed by West Berkshire Council, access to which is restricted to specified West Berkshire Council employees.
- Family Wellbeing Hub Referral Forms are received by the Family Hub via secure encrypted email and are then stored electronically on the same secure database managed by West Berkshire Council.

### **Transfer overseas**

Your data will not be stored or sent outside of the UK.

### **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

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## Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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