

Privacy Notice

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

This notice applies to potential, current and former users of the Family Hubs service. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of Issue: 18 December 2018

Update History:

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
13 April 2022	Minor amendment to contact details of the Data Protection Officer
08 March 2023	Legal basis has been inserted, small edits to clarify information held about data subjects and to clarify how information may be shared

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

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

THE PERSONAL DATA WE HOLD 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 and your children's ethnicity
- Your attendance at events and your use of particular services provided by the Family Hub

In addition:

- If we receive a Family 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 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 WE WILL USE YOUR DATA FOR?

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;
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- 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 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;
- to determine what support the Family Hub can provide to assist with the particular needs identified in the form;
- share information between partner agencies and organisations.

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.

PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

Why we use your information	Our legal basis for using your information Under the UK General Data Protection Regulation (GDPR)
<p>The Council is required by statute to provide Children's Centres by the Childcare Act 2006. 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 parents, prospective parents and young children. Your personal data assists the Council in meeting these aims.</p> <p>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</p>	<p>Consent: Article 6(1)(a) the data subject has given consent to the processing of their personal data</p> <p>Legal obligation: Article 6(1)(c) of the GDPR namely the processing is necessary for you to comply with the law (not including contractual obligations).</p> <p>Public Task: Article 6(1)(e) to do so is necessary for the performance of a task carried out in the public interest, or in the exercise of official authority.</p> <p>Vital Interests: Article 6d of the GDPR namely the processing is necessary in</p>

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<p>effective and have good results for those who use them.</p> <p>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.</p> <p>Processing may also be occasionally necessary in the "vital interests" of individuals – this means that where someone could be seriously harmed if it didn't act, the Council is under an obligation to do what is necessary to protect them.</p>	<p>order to protect your vital interests or those of another person.</p> <p>We may share data with other services both internally within the Council and externally if there is a safeguarding concern or we are required to do so by law. In such circumstances, this may be without your knowledge or consent. We will only share information when necessary and will only share the minimum information needed.</p> <p>Special Category Data</p> <p>Under the UK GDPR, the lawful basis we rely on for the processing the information is Article 9(2):</p> <ul style="list-style-type: none"> (a) your consent (g) processing is necessary for the reasons of substantial public interest (h) processing is necessary for provision of health or social care treatment

SHARING YOUR PERSONAL DATA

To make sure that we all work together for your benefit, we may need to share information about you with other organisations.

Your data will be seen by council employees who have direct involvement in the Family Hubs/your care and also by those managing and overseeing those employees. When required, we will also share information with a range of other statutory bodies in order to ensure you are supported and cared for.

We will share information with agencies where you have provided your consent. We may also 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 other internal and

external services including the West Berkshire Contact Advice and Assessment Service (CAAS).

We will not send or pass your data to any other 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.

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 staff at the Family Hub and the Council 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 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.

HOW LONG WILL YOUR DATA 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 District Council's retention schedule <http://www.westberks.gov.uk/retention>

HOW IS YOUR DATA STORED AND PROCESSED?

Your data will be held on electronic databases and networked storage with restricted access, and will be protected from unauthorised access using up-to-date technical and organisational security measures.

YOUR RIGHTS

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
 - **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
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- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- **Withdraw consent** to the processing of your personal data at any time, where processing is based on your consent. To withdraw your consent, please contact our Data Protection Officer using the contact details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK or by an international organisation.

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF
0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.