

PRIVACY NOTICE AND CONSENT STATEMENT

During the course of our support, we collect certain personal information about you. We will only do so with your explicit consent and in accordance with the General Data Protection Regulations 2018.

All information about parents and families is treated as confidential, to be discussed only as necessary with the co-ordinator in support of the volunteer and to assist the family.

Any disclosure of the confidential information to any other person may only be undertaken with the expressed permission of the parents for the purpose of assisting the family, *except* where it is considered necessary for the protection of a child when Information shall be shared with the appropriate authority.

Home-Start Kirklees will aim at all times to develop an open and honest relationship with the families that it supports

Information collected

The personal information we collect will be limited to that which is essential to allow us to provide the support you require, including:

- Names, genders, addresses, telephone numbers and e-mail addresses.
- Employment, immigration statuses, disabilities (such as physical or learning disabilities) and ethnic origins.
- Data concerning health (such as substance abuse, domestic abuse, mental health, depression and pregnancy).
- Details of any other support services being used by the family (eg family GP, social workers, CAMHS, CPN/mental health, debt counselling, legal support, employment or housing support).
- Information as to whether a child is subject to assessment needs (such as CAF) or a child care/protection plan, or is a child in need.

We may also collect information from any individual/agency that has referred your family to us.

How we use your personal information and who it will be shared with

Internal

Our volunteers discuss your support with their co-ordinator, who in turn discuss your support with their line manager. Discussions take place in a confidential setting, for the purposes of supervision and to ensure the best possible support to your family. Volunteers meeting together for peer support do not share information that may identify your family.

All information provided to our board of trustees for the purpose of assessing the level of referrals, local trends or case studies shall be anonymised.

External

We will, on an anonymised basis, use your personal information to demonstrate the impact of our services and for statistical analysis to funders or to Home-Start UK. Any case study information shared will always be on an anonymised basis unless we have further explicit consent from you.

We will inform funders and your health visitor (and other agencies involved with your family) that you have sought support from us and provide them with information about the nature of our support. In the event your family has been referred to us, we shall share the same information with your referrer (this will include any changes to the support and informing the referrer when the support begins and ends).

We may share your personal information with our external auditors for quality auditing purposes but only in the presence of your co-ordinator.

We will share personal information with law enforcement or other authorities if required by applicable law (including, in line with our Safeguarding and Promoting the Welfare of Children/Safeguarding Adults at risks policies, where there are concerns about the safety or wellbeing of a child or adult at risk and it is considered necessary for their welfare and

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protection). **The Safeguarding Lead may require access to your file in case of any safeguarding concerns**

We will not share your personal information with any other third party without first obtaining your explicit consent.

The welfare and rights of children are central to all Home-Start support to families. Family needs for support are carefully assessed and activities with children are carried out in a safe, suitable and welcoming environment.

How long your personal information will be kept

We will keep your personal information after our support ends to respond to any questions, complaints or claims made by you or on your behalf, to show that we treated you fairly and/or to keep records required by law. We will not keep the information for longer than necessary. Normally this will be kept for 12 months after support has ended before it is securely destroyed, except where there have been children’s safeguarding concerns in which case files will be kept for 6 years.

Keeping your personal information secure

We have appropriate security measures in place to prevent your information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach.

Your Rights

You have important rights to your personal information, including the rights to:

- access your personal information and view your family file
- require us to correct any mistakes in your information
- require the erasure of personal information concerning you in certain situations;

For further information on these rights, visit ICO website at <https://ico.org.uk/for-the-public/>
If you would like to exercise any of the rights, please email, call or write to us using the details below and request our “Family File Access Request” form.

How to complain

Home-Start Kirklees is committed to offering you a quality service. If you are not satisfied, or if you feel there is something wrong with the support you are receiving, please tell us so that we can try to put things right. Please report any complaint to the details set out in ‘How to contact us’ below. We hope we can resolve any query or concern you raise about our use of your information.

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information we hold about you:

Home-Start Kirklees
87 Coule Royd
Dalton, Huddersfield
HD5 9RN

Tel: 01484 421925
Fax: 01484 421685

Email: info@homestart-kirklees.org.uk

www.homestart-kirklees.org.uk

I have been given a copy of this information for my records and agree to the Privacy Notice

Signed:	Please print name:
Date:	Family No: