

PRIVACY NOTICE

Family Hubs

Who is the Data Controller for the information I provide?

Halton Borough Council is the Data Controller for the personal information you provide.

Why do you need my information?

We collect and hold information about you to understand your family composition and support needs to ensure the best possible support is given to all children and their families. We need your information because it;

- Provides a comprehensive understanding of a child's needs
- Promotes early identification of potential health or family-related issues, allowing for timely intervention and preventive measures that ultimately helps avoid crisis situations by addressing concerns before they escalate.
- Enhances efficiency in service delivery by minimising duplication of efforts and resources.
- Ensures professionals have a more complete picture, enabling them to make informed and tailored decisions that better serve the child's well-being.
- Reduces the risk of overlooking critical information that could impact decisions.
- Enhances communication and collaboration between health and family support professionals.
- Encourages a team-based approach where professionals from different domains work together for the benefit of the child.
- Allows the Family Hub services to provide information that supports parents and carers understand the offer that they are entitled to
- Enables us to monitor attendance in all our groups and sessions that we run.
- Produce performance reports about the activities that take place in the Hubs
- Assists us to identify the appropriate level of support that you may require through our Early Help Teams. This support may consist of connecting to other agencies and/or referral to children's social care depending on the level of risk.
- Helps us to record the work we have undertaken with you on your record.
- Can inform you when we may need to contact you to cancel a group or session you are booked on or regarding your visit to a Hub

What legal basis allows you to use my information? The lawful basis used to process your personal data initially is :

'Consent' and depending upon the outcome of the screening process potentially may lead to the lawful basis being **'Public Task'** (to carry out its public functions and powers that are set out in law, i.e. childcare services covered by the Children Act 1989 and 2004);

Article 6.1 (e) of the UK UK GDPR/DPA: processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the

controller

The lawful basis used to process special category data (ethnicity, religion, data concerning health) is

1) Consent - you have given explicit consent to the processing of your personal data for one or more specified purposes; and/or

(2) Article 9.2 (h) of the UK UK GDPR/DPA 2018: processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical Diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services.

Do I have to provide this information and what will happen if I don't? If you do not provide the required information it may not be possible to access Family Hub activities, such as stay and play, or if you require some extra support, we will be unable to determine your level of need and possible support that can be provided to you and your family.

Once registered with the Family Hub, if you wish to withdraw your consent you must contact your local Family Hub, details can be found at <http://www.haltonfamilyhubs.co.uk>.

Who will my information be shared with? Potentially your individual information could be shared with other agencies that provide support to Halton families. These generally consist of Early Years Providers, Emergency Services, Health Services such as Maternity and Health Visiting, Voluntary Services that work with families, Housing Associations, and other Council services. We will unless a safeguarding issue always seek additional verbal consent to share your information with other agencies.

How long will you keep this information for and why? The information provided for the processes outlined above are retained until your child turns 19 (25 if with an additional need or disability). This is so we can track progress of those that may have benefited from our services.

How will my information be stored? Your information will be stored electronically in a secure environment meeting data protection requirements.

Will this information be used to take automated decisions about me?

No

Will my data be transferred abroad?

No

What rights do I have when it comes to my data?

Right to be informed about the uses of your data through this Privacy Notice

Right to rectification – you have the right to have personal data rectified if it is inaccurate or incomplete.

Right to erasure – you have the right to have personal data erased and to prevent processing however the right to erasure does not apply in some circumstances.

Right to restrict processing – you have the right to block or suppress processing of your data, however this right does not apply in some circumstances.

Right to object to processing (to certain types of processing only)

Right of Access - you have the right under the Data Protection Act 1998 (General Data Protection Regulation 2018) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access.

To request a copy of your data or ask questions about how it is used download a copy of our form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to Information Governance Service, Halton Borough Council, Service Improvement Division, Municipal Building, Widnes, WA8 7QF. Or email informationgovernanceservice@halton.gov.uk

Source of data In some cases information about you and your family may be collected from other agencies as indicated above

Who can I complain to if I am unhappy about how my data is used?

The Council's Data Protection Officer can be contacted on 0151 511 7002, by email to Jonathan.Greenough@halton.gov.uk or by writing to: Data Protection Officer, Information Governance Service, Halton Borough Council, Municipal Building, Widnes WA8 7QF'.

You also have the right to complain to the Information Commissioner's Office using the following details: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 08456 30 60 60 or 01625 54 57 45. Website: www.ico.org.uk

Halton Family Hubs

Privacy Notice updated November 2023