Family Hubs and Start for Life Privacy Notice

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| **Who is the Data Controller for the information that I provide?** | North East Lincolnshire Council  Children and Family Services  Family Hubs and Start for Life  Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU  Email: startforlife@nelincs.gov.uk  Website link: <https://livewell.nelincs.gov.uk/start4life/privacy-notice/>  Please Note: Our email system will not accept any email attachments exceeding 2 Mb in size. |
| **Why do we process your personal information?** | In order to manage and deliver the family hubs and start for life programme for you, your family and our communities across North East Lincolnshire.  The programme will:   * provide support to parents and carers so they are able to look after their babies and children * reduce inequalities in health and education for babies, children and families by making sure that support provided is available to all parents and carers, including those who are hardest to reach and/or most in need of it * build the evidence needed to improve health and education for babies, children and families   We want to make sure that all families have access to the services they need.   * Seamless support for families: a joined-up Start for Life offer available to all families * A welcoming family hub for families to access Start for Life services and activities, gain information, advice and guidance * Accessible information families need whenever they need it: designing digital, virtual and telephone offers around the needs of the family |
| **How do we collect information about you?** | Personal information relating to you will be received from a number of areas to support you and your family as part of the family hubs and start for life programme.  You will provide most of the information yourself, but we will also receive personal information from your family members, other professionals and our partner organisations. We only collect the personal information necessary about you in order to help us and our partners deliver the right services, including sending relevant information on services and events, referral to appropriate partners, such as the Department for Work and Pensions or meet legal obligations. |
| **How do we use your information?** | We will not process your personal data for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable; except where we are required to disclose your personal data in accordance with legislation for example in relation to safeguarding, the prevention and detection of crime, legal proceedings, referral to regulatory bodies, or to protect the interests of you or another. |
| **Who will we share your personal information with?** | We will only share the minimum personal information about you with our partner organisations and professionals providing you with services and support in relation to, or an extension of the family hubs and start for life programme as well as other local authority services. |
| **What is the basis for processing your personal information?** | The processing of your personal information is necessary for the performance of a task carried out in the public interest linked to our duties under the Children Act 1989 and 2002 and Children and Families Act 2014 (Article 6 1 e)  The processing of your special category personal information is necessary for reasons of substantial public interest, linked to our duties under the Children Act 1989 and 2002 and Children and Families Act 2014 (Article 9 2 g)  Part 1 S2 (2) Health or social care purposes  Extension of conditions in Part 2 of this Schedule referring to substantial public interest (Part 3, S.36) |
| **How long will we keep your personal information for?** | We will only keep your personal information for as long as we need to, so we can give you the services and support you need, unless we must keep it longer for legal reasons. This is normally 25 years from the child / young person's date of birth or 7 years from your last involvement / contact with us, after which it will be securely destroyed. |
| **What are my rights in relation to my personal information?** | You have the right to:   * ask to see the personal information we hold about you; * ask us to change information we hold about you if it is wrong; * ask us to delete the information we hold about you; * ask us to limit the way we use your personal information * have your information transferred to another Authority; * complain to the Information Commissioner’s Office.   You can withdraw your consent for the processing of your personal information at any time if that processing is only based on your consent.  We do not make automated decisions about you or your children.  Further information can be found on our website: <https://www.nelincs.gov.uk/your-council/information-governance/data-protection/> |
| **Who can I complain to?** | You have the right to submit a complaint if you are unhappy with the way your request is handled or disagree with a decision made by us regarding your information.  In the first instance please contact the service you are dealing with to try to resolve the matter.  If following that you remain unhappy with how we have processed your personal information you can contact the Data Protection Officer to request an internal review.  If you remain unhappy with the outcome of the internal review, you may wish to apply to the Information Commissioner for an independent review. <https://ico.org.uk/concerns/> |
| **Contact details for our Data Protection Officer** | Email: [Transparency@nelincs.gov.uk](mailto:Transparency@nelincs.gov.uk)  Telephone: 01472 323372 |

Last Updated 23/11/2023