

## Home-Start Northampton Privacy notice and consent

### About Us

Home-Start Northampton operate as Controllers of your data.

Home-Start Northampton's support is informal, friendly, and confidential; delivered through carefully selected and prepared volunteers, who have parenting or caring experience, or are passionate about supporting families. Home-Start believes that children need a happy and secure childhood, and that parents play the key role in giving their children a good start in life, helping them to achieve their full potential. Through the support of volunteers or within a group environment, emotional and practical help is given to parents and carers with at least one child under 5 years of age. Home-Start supports parents and carers to grow in confidence, strengthen their relationships with their children and widen their links within the local community.

### Our Commitment

Home-Start Northampton is committed to making sure that any information we hold about you will be collected, stored and used in accordance with The Data Protection Act 2018 and General Data Protection Regulation 2016/679 (GDPR). This means that we adhere to the data protection principles of only holding information about you that is relevant to our work with you, that we make sure the information that we hold is accurate, up to date, secure, and only kept for as long as we need it.

The point of contact for all data protection issues, should you have any questions relating to this notice or our processing of personal data, please email [admin@homestart-northampton.org.uk](mailto:admin@homestart-northampton.org.uk)

### When do we collect your information?

We may collect information about you at a number of stages in your use of our service.

#### During your engagement with us

Throughout your time with us, our team will record information about the service provided to you, including case reporting, plans and reviews. This will help us to fully understand the needs of you and your family and to promote your health and wellbeing. Volunteers will discuss your support with appropriate organisers/coordinators who will in turn discuss with line managers.

### What personal information do we record?

The type of information (including personal information) that we collect and use and what we do with it will depend upon your relationship with us. We collect only the personal data that we require to provide you with services, fulfil contracts or keep in touch with you. The information we collect is:

Information about you:	Information about your child(ren):
Name & Address	Name & Address
Contact Information (email / telephone)	Gender
Gender	Date of Birth
Date of Birth	*Disability Information
*Disability Information	*Health Information
*Health Information	*Ethnic Origin
*Ethnic Origin	Education/school address
Other Service Involved/Services provided	Other Service Involved/Services provided
Case History	Case History

\* **Special Categories of Data** - due to the service we provide, some of the data we collect is sensitive. Information relating to Health, Disability, Ethnicity and any specific requirements you may have are considered 'Special Categories of Data', we are required to take extra care when handling this information.

### **Safeguarding and legal requirements:**

All staff and volunteers at Home-Start Northampton have a duty to safeguard and promote the welfare of children, young people and adults. We have a duty to report any child protection or welfare concerns. In certain, limited conditions we may use or disclose your personal information in order to comply with a legal obligation, in connection with a request from a public or government authority, in connection with court proceedings or to prevent loss of life or injury. Where possible and practical to do so, we will tell you in advance of such disclosure.

### **Sharing and disclosure:**

Your information will only be accessed by staff who need to do so as part of their role.

- Staff working in Home-Start Northampton
- Senior managers (as required)
- Sensitive personal data will only be shared with informed consent

### **Rights:**

The GDPR legislation provides you with a number of rights in relation to your personal data.

- **Right to Withdraw Consent:** Where you have consented to our processing of your data, you have the right to withdraw that consent at any time.
- **Right to Access:** You have a right to obtain copies of the information that we hold about you. In the interest of security, you will need to prove your identity before any information can be shared with you. We may not be able to disclose all of the information you request, for example if it contains information about other people or there are legal reasons for us to withhold the data.
- **Right to Rectification:** We try to ensure the data we hold about you is accurate and up-to-date. If you believe our data is inaccurate, please tell one of our staff who will make any necessary amendments.
- **Right to Erasure or the Restriction of Processing:** In certain circumstances, you can ask us to remove your data from our systems.
- **Right to Complain:** If you are concerned about the way we have processed your personal information, you have the right to complain to the Information Commissioners Officer (ICO). To do so please refer to the ICO website <http://ico.org.uk>

### Consent

**I have read the Home-Start Northampton privacy notice and I am aware of my/my child(s) rights:**

\*Please tick appropriate boxes to confirm

I consent to Home-Start Northampton :

- Processing and storing my and my child(s) information in accordance with the Data Protection Act 2018 and General Data Protection Regulation 2016/679 (GDPR).
- Sharing anonymised information with partners and funders for evaluation purposes and perspective future funders for evidence

At the end of your time with Home-Start Northampton, we would like to continue to contact you to gather your feedback on our service(s). This feedback could be requested up to a year after the service has ended.

\*Please tick appropriate boxes to confirm

- I give my permission for Home-Start Northampton to contact me at the end of this service to gather feedback on the service.

I am the child(ren)'s parent/guardian with Parental Responsibility

Name (Adult):		Signed (Adult):		Date:	
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