



Start Well Family Centre Privacy Notice

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Author	Shirley Parkinson
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This Privacy Notice was last updated in June 2023. It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information [Start Well Family Centre Privacy Notice \(wigan.gov.uk\)](https://www.wigan.gov.uk).

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

1. INTRODUCTION

Our core data protection obligations and commitments are set out in the Council's Primary Privacy Notice.

This notice provides additional privacy information for **the Start Well Family Centre**.

As the Start Well Family Centre, we will offer universal and early help support through a lead professional and a multi-agency team around the family. The lead professional will complete an early help assessment and plan regular reviews in addition to co-ordinating the support.

2. WHAT PERSONAL INFORMATION DO WE COLLECT

In order to carry out our activities and obligations, we collect may collect the following personal information:

- Name
- Title
- Address
- Telephone numbers
- Email address
- Date of birth
- Gender
- Emergency contacts
- Relationships
- Nationality
- First language
- Images e.g., video/photo of your child (but only where you have provided consent as their parent/guardian)
- GP
- Dietary requirements
- Attendance at activities

Please note that this is not an exhaustive list.

We may also collect, store and use special categories of more sensitive personal information. This may include, but is not limited to:



- Information about your/your child's ethnicity
- If you are a lone parent, expecting a child, teenage parent
- If you or your child have a medical condition, disability or special needs
- If you are/have been a member of the armed forces (either serving or previously served, veteran)
- Details of professionals involved in supporting you and information that they have about you which outlines your support needs

3. HOW WE USE PERSONAL INFORMATION

The main purposes for processing your personal information are:

- To provide you and your family with the best possible help and advice and to get your child ready for school. This also includes making you aware of any entitlements (e.g., your free childcare offer)
- To enrol you in activities and promote opportunities for families and children
- To enable the council to assess how well Start Well centres are doing and to ensure that the council are fulfilling their statutory obligations
- To administer, deliver, promote and monitor services and support to families and children. To produce statistics which inform decisions we make and help to promote best practice and develop policy.
- The use of personal data in analysis, research and statistics is part of the local authority's legal duty and ensures that funding and other resources are placed where children, young people and their families need them most. This includes sharing for local and national research purposes which if published are anonymised
- Cooperating to improve the well-being of children, young people and families in relation to
 - Physical and mental health and emotional wellbeing
 - Protection from harm and neglect
 - Education, training and recreation
 - The contribution made by them to society
 - Social and economic well-being

4. LEGAL BASIS FOR PROCESSING

The legal bases we rely on for processing your personal information are:

- Public task: the processing is necessary for us to perform a public task in the public interest or for official functions and the task or function has a clear basis in law
- Consent: the processing is carried out with your consent.

5. WHO DO WE SHARE PERSONAL INFORMATION WITH

The information that you provide us with will be stored on the Liquid Logic Early Help Group Work Module. This electronic system is used by the council and its partners to provide Early Help Services. Your information will only be accessed by those professionals who have a legitimate need to do so and are working with you.



In addition to the general reasons for information sharing described in the Council's primary privacy notice, there is a legal duty on local authorities and their partners to co-operate in promoting the well-being of children and young people and adults and to make arrangements to safeguard and promote their welfare. Information will be shared but only where necessary and these reasons are met or there is a clear legal requirement

6. HOW LONG DO WE KEEP PERSONAL INFORMATION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We will retain necessary information in accordance with our corporate records policy to fulfil legal, statutory and regulatory requirements.

7. AUTOMATED DECISIONS

All the decisions we make about you will involve human intervention.

8. COOKIES

To find out how we use cookies, please see [Cookies \(wigan.gov.uk\)](https://www.wigan.gov.uk/cookies).

9. YOUR RIGHTS

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found at [Wigan Borough Council Primary Privacy Notice](#).