



Start Well Family Centre Privacy Notice

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Author	Shirley Parkinson /Victoria Bracegirdle	
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Start Well Family Centre Privacy Notice

Wigan Council (“a data controller”) is committed to protecting the privacy and security of your personal information.

Wigan Council and organisations who work on our behalf, collect, store and process personal and sensitive information about children, young people and their families. This information enables us to carry out specific functions that we are responsible for.

We recognise the need to treat personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements for fair and lawful processing can be met.

Our core obligations under the general data protection regulations (GDPR) and commitments are set out in the Council’s [Primary Privacy Notice](#).

This notice provides additional privacy information for:

- Children, young people and their families who are members of Start Well Family Centres or attend Start Well Centre activities.

It describes how we collect, use and share personal information about you:

- Before, during and after your relationship with us ends and
- The types of personal information we need to process, including information the law describes as ‘special because of its sensitivity’.

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we use your personal information.

Purpose(s):

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 well-being
 - protection from harm and neglect
 - education, training and recreation
 - the contribution made by them to society
 - social and economic well-being.

Categories of personal data:

In order to carry out activities and obligations as providers of services to Children, young people and their families we process personal information in relation to:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
- Personal demographics (including date of birth, gender, emergency contacts, relationships)
- Nationality, first language
- Images e.g. video/photos of your child (but only where you have provided consent as their parent/guardian)
- GP
- Dietary requirements
- Attendance at activities.

Special Categories:

We may also collect, store and use the following "special categories" of more sensitive personal information:

- 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.

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

- Article 6(1)(e) Public task - the processing is necessary for us to perform a task in the public interest or for official functions, and the task or function has a clear basis in law. These laws include: The Childcare Act 2006, The Children Act, 2004, The Education Act 2002 & Education Act 1996
- Article 6 (1)(a) Consent- the processing is carried out with your explicit consent (e.g. for photos/video)

Automated decision-making

All the decisions we make about you involve human intervention.

Cookies

To find out how we use cookies please see our cookie notice.

Data sharing

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.

Data retention

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.

Rights of access, correction, erasure, and restriction

You have the right to ask for your information or make a request regarding your data and there will not be a charge for you to do so. This is known as a subject access / GDPR rights request.

To do this you can visit our website where you can make a subject access / GDPR rights request online or write to us at: Information Governance, Wigan Council, PO Box 100, Wigan WN1 3DS or email us at: subjectaccess@wigan.gov.uk

As part of a subject access / GDPR rights request, you have the right to:

- Ask for access to your information
- To ask for your information to be corrected if it is inaccurate or incomplete
- To ask for your information to be deleted or removed where there is no need for us to continue processing it (right to be forgotten)
- To ask us to restrict the use of your information
- To object to how your information is used.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request

for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Full details are contained within the Council's Primary Privacy Notice and should be read in conjunction with this document. For details of how and why personal data is processed for children within our care please read the Children and Families Social Care Privacy Notice.

Right to withdraw consent at any time

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing prior to the withdrawal of your consent.

If you wish to withdraw consent please contact the Start Well Centre where you registered or booked on to a program or email SWPH@Wigan.gov.uk who will process your request as soon as possible.

Data protection officer

If you wish to raise a concern about your data or how your data has been handled please contact our [Data Protection Officer](#).

If you are unhappy with the way that we handle your concern you may complain to the Information Commissioners Office (ICO) at: <https://ico.org.uk/>

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.

Changes to this privacy notice

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.