



Incredible Years Pre-School Parent Programme Privacy Notice

Children and Parents' Service Manchester

About Us

For the purposes of the data processing described in this statement and compliance with the Data Protection Act (2018), the Service operate as Controllers of the data.

Commitment

Children and Parent Service is a multi-agency working partnership between Family Action/NHS Manchester Foundation Trust/ Big Life and Manchester City Council and are 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.

To keep things simple, we have arranged a single 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 data.protection@family-action.org.uk or contact us at the address below.

Where do we collect your information?

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

Registration/ Referral

When you register your child or yourself for our services, we will ask you to complete a referral form with details about yourself, your child and other family members.

During your and your child's engagement with us

Throughout you and your child's engagement with us, our service team will record information about the service provided to you, including reporting, and reviews.

What Personal Information Do You 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.

Information about you:	Information about your child(ren):
Name & Address	Name & Address
Contact Information (email / telephone)	Contact numbers
Date of Birth	Date of Birth
*Ethnicity	*Ethnicity
*Health Information - Medical Conditions (medication requirements)	*Disability Information
*Disability Information (Special access)	*Health Information - Medical Conditions (medication requirements)



*Special Categories of Data

Due to the nature of the services we provide, some of the data we collect is sensitive. Information relating to Health, any particular requirements you or your child may have. These are considered to be Special Categories of Data and we are required to take extra care when handling this information.

How Do We Use Your Information?

We will only use your information in a fair and transparent manner and where we have a legal basis for doing so.

To Provide the Services You Have Agreed To

In order to provide the services that you/your child have registered/ referred for, we will need to communicate with you to arrange meetings and visits to discuss aspects of your requirements. This communication may be via Mail, Email, Telephone or SMS.

Legal Basis:

Legitimate Interests

Article 6.1 (f) – Legitimate interests

Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

Special Category Data – will be processed under Article 9 (d)

Article 9 – (g) Reasons of substantial public interest (with a basis in law)

Substantial public interest condition set out in DPA 2018 – Condition 18. Safeguarding of children and individuals at risk.

To provide reports to our funders and commissioners

The Incredible Years Parenting Programme is funded by Manchester City Council via NHS – Manchester Foundation Trust .They will require us to provide anonymous reports based on the data collected.

For Safeguarding and Where Legally Obligated to Do So

In certain, limited situations we may be required to 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 if practical to do so, we will tell you in advance of such disclosure.

Sharing & Disclosure

Your information will only be accessed by people who need to do so as part of their role. This could include:

- Staff from Family Action, Manchester Foundation Trust Big Life and Manchester City Council
- Staff working at the service that you use; i.e., Health teams / Health visitors / Early Help .

Rights

The GDPR legislation provides you with several 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. To do so, please contact data.protection@family-action.org.uk or write to us using the details below.

Right to Access

You have a right to obtain copies of the information that we hold about you.

To request access to any data, please email data.protection@family-action.org.uk or write to us at the address below explaining which data you require. In the interest of security, you will need to prove your identity before any information can be shared with you. Under certain circumstances 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 would like to ensure that the data we hold about you is accurate and up-to-date. If you believe the data we hold is inaccurate, please tell one of our service staff who will make any necessary amendments. However, you may also ask us formally to correct your data by emailing data.protection@family-action.org.uk or writing to us at the below address.

Right to Erasure or the Restriction of Processing

In certain circumstances you can ask us to remove your data from our systems by emailing data.protection@family-action.org.uk or writing to us at the below address. If there is a legal reason for us to continue holding the data we will let you know, otherwise we will make efforts to comply with your request. You may ask us to restrict our processing of your data if:

- We are using the data for marketing
- You believe that our processing of the data is unlawful
- You object to us using your data (pending investigation)

In these circumstances, we may continue to store your information, but will otherwise only process it with your consent or where we have a legal reason to do so.

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>.

Changes

Family Action reserves the right to make changes to our privacy policy from time to time. Where we do so, we will where appropriate notify you by email.

Contact

Should you wish to contact us, our registered address is:
Newton Heath Sure Start Childrens Centre
1 Great Newton Street
Newton Heath
Manchester
M40 1GX