

Privacy Notice for Families Using our Services

Who are we?

Home-Start South Leicestershire is a charitable company limited by guarantee.
Charity no. 1107504 / Company no. 5299096

At Home-Start South Leicestershire we're committed to protecting and respecting your privacy.

This notice explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

How do we collect information from you?

Information you give us directly

We collect information about you and family members when you register with us for any of our services and also when you start to receive our services. We collect information when you voluntarily provide feedback and participate in events.

Information from our staff

Our staff will create records about you while delivering services, for example notes added to your case file

Information we receive from other sources

Your information may be received by us from third parties, which might include:

- agencies who are referring you to us;
- professionals and other support agencies, such as health visitors, social care professionals, other voluntary organisations or charities
- members of your family who are using Home-Start services

What type of information is collected and used about you?

Data protection laws recognise certain categories of sensitive personal information as 'special category' and therefore requiring greater protection, for example information about your health, ethnicity and religion.

We may collect and use the following types of special category information:

- disabilities, special educational needs or health condition
- details and records of medical treatment and medications
- your race, religion or beliefs or political views
- information about an individual's sex life or revealing an individual's sexual orientation
- criminal convictions that have been committed against an individual or which an individual has committed

How and why is your information used?

If you do not provide us with information that we ask for and need, we may not be able to provide services to you.

In limited circumstances, we may ask for your consent to use your information (for example, to include your experience with us in Home-Start materials or on our website). In these circumstances, we will always ask for your explicit consent beforehand, and we will tell you how you can withdraw your consent if you change your mind (which you can do at any time). The information will always be anonymised.

Receiving communications from us by Email/Text/Phone/Post

You have a choice about whether or not you wish to receive information from us. However, we do need to contact you for administrative purposes, for example to let you know of an office closure or a change to your appointment time.

We do not send out direct marketing communications and we do not use your personal information for marketing purposes.

Where is your information kept and long is it kept for?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. Our guiding principle is that we are holding your information in strict confidence and in accordance with the law.

We keep your information for no longer than is necessary for the purposes it was collected for.

Who has access to your information?

In order to provide you with our services, we will share your information internally within Home-Start on a need-to-know basis, to ensure we are providing you with a good service. We may also share your personal information with other agencies who are either involved in helping you at the moment, or who could also help, but we will always do this in compliance with data protection law.

We will only share special category information with other organisations where that is necessary for legal reasons, or where there are other substantial public interest grounds.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

Legitimate interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights).

We consider our legitimate interests to be running Home-Start as a charitable organisation in pursuit of our aims and ideals. For example to:

- provide our services to support you and your family;
- post information which we think will be of interest to you;
- better understand how people use and evaluate our services and therefore improve what we do and how we provide our support;
- monitor who we deal with to protect the charity against fraud, money laundering and other risks;

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our interests are overridden by the impact on you, for example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

Specific Consent

Where you have provided specific consent to us using your personal information in a certain way, such as to send you email, text.

Legal obligation

Where necessary so that we can comply with a legal or regulatory obligation, for example where we are ordered by a court or regulatory authority like the Charity Commission, or we are required to report a crime.

Vital interests

Where it is necessary to protect life or health (for example in the case of medical emergency suffered by an individual) or a safeguarding issue which requires us to share your information with the emergency services.

Our lawful grounds for processing Special Category data

When we use special category (sensitive) personal information, we require an additional legal basis to do so under data protection law. Our basis for using such information is normally to provide our services. Sometimes we may use another route available to us at law (for example, if we need to process it for social protection purposes, vital interests, or, in some cases, if it is in the public interest for us to do so).

Your Rights

Under UK data protection law, you have certain rights over the personal information that we hold about you. Here is a summary of the rights that are likely to apply to you when we are processing your personal information.

Right of access

You have a right to request access to the personal data that we hold about you.

You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

If you want to access your information, please contact the address provided below, or telephone or e-mail.

Right to have your inaccurate personal information corrected

You have the right to have inaccurate or incomplete information we hold about you corrected. If you believe any of the information we hold is inaccurate or out of date, please contact us via email, telephone or post (see below).

Right to restrict use

You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

Right of erasure

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to by law. In many cases, we will anonymise that information, rather than delete it.

Right for your personal information to be portable

If we are processing your personal information based on your consent in order to enter into or carry out a contract with you or if processed by automated means you may ask us to provide it to you or another service provider in a machine-readable format.

Right to object

You have the right to object to processing where we are using your personal information based on legitimate interests, (or for statistical/research purposes). In these circumstances we will consider your request against our legitimate reasons for continuing to process your information.

You have an absolute right to object to direct marketing. We do not currently send out direct marketing communications.

If you want to exercise any of the above rights, please contact us [see 'How to Contact Us' below]. We may be required to ask for further information and/or evidence of identity. We will try to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details of these exceptions and further information on each of these rights please visit the Information Commissioner's Office ("ICO") website at <https://ico.org.uk/for-the-public>

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it, such as Firewalls, anti-virus protection and encryption.

Keeping your information up to date

We take reasonable steps to ensure your information is accurate and up to date. We really appreciate it if you let us know when your contact details change.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission before you provide us with personal information.

Changes to this notice

Any changes we may make to this privacy notice in the future will be posted on our website so please check the website occasionally to ensure that you're happy with any changes.

How to complain

Please report any complaint to us [see 'How to contact us' below]. We hope we can resolve any query or concern you raise about our use of your information.

You also have the right to lodge a complaint with the ICO who may be contacted at

<https://ico.org.uk/concerns> or telephone: 0303 123 1113.

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information we hold about you at

Home-Start South Leicestershire
121 Coventry Road
Market Harborough
Leicestershire
LE16 9BY

Email: info@home-startsouthleics.org.uk Tel: 01858 467982
Website: www.home-startsouthleics.org.uk

Our Data Protection Officer/Lead is Deborah Bennett, Home-Start South Leicestershire Trustee.