

Privacy Notice for Families



In line with the Data Protection Act 2018 we only collect, store and process your personal data if it is:
Justified. Minimal. Adequate. Relevant. Correct. Limited to what is necessary.

Home-Start South and West Devon will never sell on your personal information.

Our aim is to provide weekly non-judgemental and confidential support to you and your family.

Personal data we may hold:

- Your full name, date of birth and those of your family members.
- Your address and contact telephone numbers.
- Your family's genders, ethnicities, religion, health, social and environmental needs.
- Details of where your children go to nursery or school.
- How you are coping with these above needs.
- Details of professionals involved with your family.
- Conversation we have had with you or others.
- Any risks that your situation could pose to our volunteers or staff.

Who has access to your personal data?

- The volunteer who is chosen to support you.
- The Home-Start Co-ordinator and Manager.
- An appointed member of Home-Start UK or Home-Start S&WD Trustee board, ONLY for reasons of checking our compliance/quality assurance.

Why we need your personal data?

- In order to provide support to your family.
- To keep a chronological record of what has been said, agreed and done.

Where is personal data stored?

- Electronic data is stored on a secure database.
- Paper data is scanned, destroyed and stored digitally.
- Documents are password protected.

How long will we keep your information once our support has ended?

- One year - at which point it will be deleted from all secure electronic storage.
- Six years if there have been child protection concerns or social services involvement.

Your consent?

- We support you because you have asked us to.
- We will ask you for your consent before we talk to organisations about you or use your situation as a public "story" in a promotional way.
- If your or your children's safety could be put at risk if we gained prior consent, then we will **not** gain that consent before contacting the police, an ambulance or social services.

Your rights over your personal information?

With identification and 30 days notice we will show you the information that we hold on you. Please tell us about inaccuracies and if you need it transferring to another organisation just let us know.

In order to provide free support to you and your family we apply for grants from private funders, such as the Big Lottery, Henry Smith etc. We enter into agreements with these funders. They require us to provide feedback or proof that we have carried out the work that we said we would. To show this, there are circumstances where we may use your situation as an example, but we will ensure that **all** details are anonymised and that the document is **not** open to the public.

If your child is under 16 years old we need your consent to keep details about them. If your child is over 16 years of age we need to try and ensure that they understand why we keep some information about them and gain their consent for this.

I understand what, why and how my personal data will be processed. I understand how long it will be kept for and the rare circumstances of when it could be shared. I give my explicit consent for my family's details to be processed in line with this privacy notice and understand that I can withdraw my explicit consent at any time.

I understand that by signing the referral and/or initial visit form I agree to the above.

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September 2019