Dear Client,

The following information is to help you understand how we use your data. For the purposes of the data processing described in this statement and compliance with the Data Protection Act (2018), Family Action operate as controllers of the data.

# Our Commitment

Family Action is 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.

We have 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](mailto:data.protection@family-action.org.uk) or contact the City and Hackney Social Prescribing Service Management Team on 020 3846 6777 or at the address at the bottom of this form.

# When do we collect your information?

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

**During your engagement with us**

Throughout your engagement with us, our team will record information about the service provided to you, including case reporting, plans and reviews. This will help us to fully understand your needs and promote your health and wellbeing.

**What personal information do we 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 with you. The information we collect is:

|  |  |
| --- | --- |
| **Information about you:** | **Information about your child(ren):** |
| Name & Address | Name & Address |
| Contact Information (email / telephone) | Gender |
| Gender | Date of Birth |
| Date of Birth | **\***Disability Information |
| **\***Disability Information | **\***Health Information |
| **\***Health Information | **\***Ethnic Origin |
| **\***Ethnic Origin |  |
| **\***Language Spoken |  |
| Employment Status (only when relevant) |  |
| **\***Immigration Status (only when relevant) |  |
| Benefits (only when relevant) |  |
| Services Provided |  |
| Case History |  |

**\* Special Categories of Data** -due to the service we provide, some of the data we collect is sensitive. Information relating to Health, Ethnicity and any specific requirements you may have are considered ‘Special Categories of Data’, we are required to take extra care when handling this information.

**To Provide the Services You Have Agreed To**

In order to provide the services that you/your child have registered for, we will need to communicate with you to arrange meetings and visits and discuss aspects of your requirements.

This communication may be via Mail, Email, Telephone or SMS.

We may also need to record details of the services delivered and any further needs that are identified.

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.

**Safeguarding and Legal requirements:**

All staff at Family Action have a duty to safeguard and promote the welfare of children and young people. We have a duty to report any child protection or welfare concerns. In certain, limited conditions we may 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 practical to do so, we will tell you in advance of such disclosure.

**Sharing and Disclosure:**

Your information will only be accessed by staff who need to do so as part of their role.

Within Family Action:

* Staff working at City and Hackney Social Prescribing Service
* Senior managers (as required)

Outside of the Service:

* Sensitive personal data will not be shared with anyone outside of Family Action’s services without good reason.
* 3rd sector and statutory services with your knowledge

# Rights

The GDPR legislation provides you with a number of 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.
* **Right to Access:** You have a right to obtain copies of the information that we hold about you. In the interest of security, you will need to prove your identity before any information can be shared with you. 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 try to ensure the data we hold about you is accurate and up-to-date. If you believe our data is inaccurate, please tell one of our staff who will make any necessary amendments.
* **Right to Erasure or the Restriction of Processing:** In certain circumstances, you can ask us to remove your data from our systems.
* **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>

Please contact [data.protection@family-action.org.uk](mailto:data.protection@family-action.org.uk) or the WellFamily Plus Management Team using the details below to request any data or discuss any concerns you may have.

City and Hackney Social Prescribing Service, Family Action Unit 7: The Textile Building, 29a-31a Chatham Place, London E9 6FJ Tel: 020 3846 6777