

PRIVACY NOTICE AND CONSENT STATEMENT

In the course of Home-Start in Suffolk and Home-Start UK (“we”/“us”) providing support and friendship to your family, monitoring and evaluating your needs, we collect and hold certain personal information about you. We will only do so with your explicit consent and in accordance with all applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information Collected

The personal information collected by us will be limited to that which is essential to allow us to provide the support you require and deserve. This will include:

- Names, genders, addresses, telephone numbers, and email addresses.
- Employment, immigration statuses, disabilities (such as physical or learning disabilities), and racial/ethnic origins.
- Data concerning health and sex life (such as substance abuse, domestic abuse, mental health, depression, and pregnancy).
- Details of any ancillary support services/agencies being used by the family (such as family GP, health advisors, social workers, mother & baby clinics, children’s centres, CAMHS, CPN/mental health, debt counselling, legal support, employment, housing support, education, and dentistry).
- In the case of children, additional information as to whether the child is subject to assessment needs (such as EAP) or a child care/protection plan, or is a child in need.

We may also collect information from any individual/agency that has referred your family to us.

We will also collect data through Microsoft Forms, Google Forms, or JotForms to gather feedback and potential visual and audio materials to use across social media and other promotional networks to promote Home-Start in Suffolk.

How We Will Use Your Personal Information and Who It Will Be Shared With

Internal

We use the following online services to hold and process your data:

- JotForms
- Charity Log

Our volunteers discuss your support with the appropriate organisers/co-ordinators, who in turn discuss your support with their line managers. Discussions take place in a confidential setting, for the purposes of supervision and to ensure the best possible support to your family. Volunteers meeting together for peer support do not share information that may identify, or breach the confidentiality of, your family.

All information provided to our board of trustees for the purpose of assessing the level of referrals, local trends, or case studies shall be anonymised.

External

We will use your personal information in anonymised form to demonstrate the impact of our services. Any case study information shared will always be anonymised unless we have further explicit consent from you.

We will share relevant personal information with organisations we hold contracts or funding agreements with to deliver services. This includes, but is not limited to, Suffolk County Council.

We may share your personal information with Home-Start UK for statistical analysis and the promotion of our work nationally, as well as for any reporting requirements for funders who support the network on a national level. This will be on a pseudo-anonymised basis (e.g., anonymising names and full addresses).

We may share your personal information with our external auditors for quality auditing purposes, but only in the presence of your organiser/co-ordinator and only after the auditors have provided us with written undertakings to preserve the security and confidentiality of your information.

We will share personal information with law enforcement or other authorities if required by applicable law (including, in line with our Safeguarding and Promoting the Welfare of Children/Safeguarding Adults at Risks policies, where there are concerns about the safety or wellbeing of a child or adult at risk).

We will not share your personal information with any other third party without first obtaining your explicit consent.

How Long Your Personal Information Will Be Kept

We will retain your personal information for 12 months after we have finished providing support to respond to any questions, complaints, or claims made by you or on your behalf, to show that we treated you fairly, and to comply with record-keeping requirements by law. We keep different types of information for different lengths of time. Further details can be found in our GDPR & Confidentiality Policy, available upon request.

Keeping Your Personal Information Secure

We have appropriate security measures in place to prevent your information from being accidentally lost, used, or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Your Rights

You have several important rights concerning your personal information, including:

- Accessing your personal information and certain supplementary details.
- Requesting the correction of any mistakes in the information we hold.
- Requesting the erasure of personal information in certain situations.
- Receiving the personal information, you provided in a structured, commonly used, machine-readable format and having the right to transmit it to a third party.
- Objecting to the processing of your personal information for direct marketing purposes.
- Objecting to decisions being taken by automated means that produce legal effects concerning you or similarly significantly affect you.
- Restricting our processing of your personal information in certain circumstances.

Further information on these rights can be found on the Information Commissioner’s Office (ICO) website: <https://ico.org.uk/for-the-public/>.

If you would like to exercise any of these rights, please contact us as detailed below.

How to Complain

If you have any concerns about our use of your personal information, please report them using the contact details below. You also have the right to lodge a complaint with the ICO at <https://ico.org.uk/concerns/> or by telephone: 0303 123 1113.

How to Contact Us

If you have any questions about this Privacy Notice or the information we hold about you, please contact us:

Telephone: 01473 621104

Email: headoffice@homestartinsuffolk.org

By signing this form, you confirm you have read and understood the contents of this Privacy Notice and Consent Statement and consent to us processing your personal information in accordance with this Privacy Notice. You may withdraw your consent at any time by contacting us.

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