

Family Centres – Privacy Notice

Author: Data Protection

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Table of Contents

Introduction3

Data Protection Information and The Law3

Types of Information We Collect.....3

Who we will share your information with.....3

Safeguarding3

Where we store your information.....4

Your Legal Rights4

Introduction

The information we collect from you will be used to register you and your child for our services. The processing of your information allows us to deliver our services to you. If you have consented to receiving information about our future events, activities, news and services, then we will also reach out to you for this reason. If you would like to change or withdraw your consent, please let us know at familycentres@southend.gov.uk.

Data Protection Information and The Law

Southend-on-Sea City Council is allowed to collect and use personal information. They follow the Data Protection Act 2018 and UK GDPR to keep your information safe and use it in the right way.

Southend Family Centres Family Support Service collects information to sign up children and their parents or carers for activities and help. We use this information to give you and your child the services you asked for. Sometimes, we might ask other organisations to help, but only with your consent.

The Council keeps this information to offer you services, tell you about events you might like, and stay in touch. We are allowed to do this because it's part of their job to help people, and because in law we are 'performing a public task' and you have provided consent.

Types of Information We Collect

Because of the work we do, we might need to collect more personal information about you, like your health, family situation, or ethnicity. This kind of information is called "special category data". We will always ask for your permission before we use this kind of information, and this is called "explicit consent."

You can change your mind and say no to sharing this information at any time. But, if you do, it might mean we can't provide some of the services for you and your child.

Who we will share your information with

To help give you services, we might need to share information with other parts of the Council or groups like OFSTED, the Police, or the Department for Work & Pensions (DWP).

The information we share could be personal details like your name or address or general information like how many people use our services.

We might also combine your information with other details from our partners, like schools or health services, to check if what we're doing is helping.

Whenever we share your personal information, we will make sure it stays safe and follow the law to protect it.

Safeguarding

Taking care of you and your child is very important to us. Sometimes, we might have to share information about you to keep you safe, follow safeguarding rules, or because a court has told us to.

If we need to share your information, we will try to let you know first. But, in some cases, we might not be able to tell you before we share it.

Where we store your information

We will keep your personal information safe and secure.

Your information will be kept for seven years. After that, we will carefully delete it following our retention policies.

Your Legal Rights

You have rights over the personal information you give us. These include:

- The right to see your information (this is called a Subject Access Request).
- The right to ask us to fix any mistakes in your information.
- The right to ask us to stop using your information in certain ways.
- The right to ask us to delete your information.
- The right to take your information somewhere else or to say no to how we are using it.

If you want to change your mind about giving permission, use your rights, or ask questions about how we use your personal information, you can email us at DataProtection@southend.gov.uk

If you're unhappy with how your data is handled, you can complain to the Information Commissioner's Office. Visit their website at <https://ico.org.uk> to find out how.

For more details on how the Council uses personal data, please find out Privacy Notices on [Privacy notices – Southend-on-Sea City Council](#)