



20.2 Privacy notice

Wigod Way Wallingford Family Centre Privacy Notice

Wigod Way Wallingford Family Centre

96a Wilding Road
Wallingford,
Oxon
OX10 8AJ

Introduction

Personal data is protected in accordance with data protection laws and used in line with your expectations. This privacy notice explains what personal data we collect, why we collect it, how we use it, the control you have over your personal data and the procedures we have in place to protect it.

When we refer to “we”, “us” or “our”, we mean Wigod Way Wallingford Family Centre.

What personal data we collect

Personal details that we obtain from you includes your child’s: name, date of birth, health information and address.

Personal data that we collect about you includes: your name, home address, parental status, health information, employment status and work address, phone numbers, email address and emergency contact details.

We may collect this information in a variety of ways. For example, data will be collected from you directly in the registration form and correspondence with you.

Why we collect personal data and the legal basis for handling your data

We collect personal data about you and your child to provide care a service tailored to meet your needs. This includes using your data in the following ways:

- to support you and your child’s wellbeing
- to make contact in the case of an emergency
- to enable us to respond to any questions you ask
- to keep you updated about information
- to notify you of service changes or issues
- to send you e-newsletters if you have subscribed to them

With your consent, we would also like to:

- sign you up for our e-newsletters which provide resources and useful information

If we wish to use any images of your child for training, publicity or marketing purposes we will seek your written consent for each image we wish to use. You can withdraw your consent at any time, for images being taken of your child and/or for the transfer of records to the receiving school, by confirming so in writing to the centre. You can also unsubscribe from receiving our parent e-newsletter by notifying the centre.

We have a legal obligation to process safeguarding related data about your child should we have concerns about her/his welfare.

Who we share your data with?

We do not share your data with any other agency without prior consent.

We will also share your data:

- if we are legally required to do so, for example, by a law enforcement agency, court
- to protect your child and other children; for example, by sharing information with medical services, social services or the police
- if it is necessary to protect our rights, property or safety or to protect the rights, property or safety of others

Our management and communication software provider may be able to access your personal data when carrying out maintenance task and software updates on our behalf. However, we have a written agreement in place which place this company under a duty of confidentiality.

We will never share your data with any organisation to use for their own purposes.

How do we protect your data?

We take the security of your personal data seriously. We have internal policies and strict controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and to prevent unauthorised access.

Where we engage third parties to process personal data on our behalf, they are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Where do we store your data?

All data you provide to us is stored on secure computers or servers located within the UK or European Economic Area. We may also store paper records in locked filing cabinets.

Our third-party data processors will also store your data on secure servers which may be situated inside or outside the European Economic Area. They may also store data in paper files.

How long do we retain your data?

We retain your data in line with our retention policy a summary is below:

- You and your child's data, including registers are retained 5 years from registration
- In some cases (child protection or other support service referrals), we may need to keep your data longer, only if it is necessary in order to comply with legal requirements. We will only keep your data for as long as is necessary to fulfil the purposes it was collected for and in line with data protection laws.

Your rights with respect to your data

As a data subject, you have a number of rights. You can:

- request to access, amend or correct the personal data we hold about you and/or your child
- request that we delete or stop processing your and/or your child's personal data, for example where the data is no longer necessary for the purposes of processing or where you wish to withdraw consent
- request that we transfer your and your child's personal data to another person

If you wish to exercise any of these rights at any time please contact the manager at the centre by email, telephone or when you attend the centre.

How to ask questions about this notice?

If you have any questions, comments or concerns about any aspect of this notice or how we handle your data please contact the manager at the centre.

How to contact the Information Commissioner Office (ICO)?

If the manager is not able to address your concern, please contact trustees.

If you are concerned about the way your data is handled and remain dissatisfied after raising your concern, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or <https://ico.org.uk/>.

Changes to this notice

We keep this notice under regular review. Any changes to this notice will be shared with you so that you may be aware of how we use your data at all times.