



## Families in Focus CIC Privacy Policy

We want everyone who comes Families in Focus for training, support and information to understand and feel comfortable about how any information that is share with us will be respectfully looked after and used.

Our Privacy Policy explains the various ways we collect information and how we use and store it. This policy may change in the future in which case we will make this clear on our website [www.familiesinfocus.co.uk](http://www.familiesinfocus.co.uk).

'We, Our or Us' refers to Families in Focus Community Interest Company. Companies House registration number: 06146820 since March 2007.

We are a "data controller" for the purposes of the EU General Data Protection Regulation (GDPR) and also The Data Protection Act 1998. This means that we are responsible for deciding what personal information we need to collect, how we store it and how we use it.

We hope that the information set out in this document will give you a better understanding of what we do with data we collect however if you have any questions please contact, Families in Focus Directors in writing to our registered offices: Stewarts Accountants, Jelmac House, 271 High St, Berkhamsted HP4 1AA.



Families In Focus CIC

LOOKING FORWARD TOGETHER

### How we collect information:

We collect information so that we can make sure we support those accessing our courses for parents and support groups in the most appropriate way. We collect information in various ways:

- When parents attend one of our courses
- When a parents attend one of our Parent Network support group meetings
- When you phone or email Families in Focus to enquire about or book onto courses for parents or Parent Network support groups
- When you access the Families in Focus Facebook page to get support and information
- When a referral agent or one of the other third parties we work in partnership with shares information with us. In this case the third party is responsible for gaining authorisation to share information with us.

### Information we collect and why we use it

- For courses the personal information we collect includes details such as name, mobile numbers, email address, postcode, ethnicity, number of children and if they have a diagnosis or are on assessment pathways.
- For Parent Network SEND peer support & information groups, we collect postcode, age range, ethnicity, number of children and if they have a diagnosis or are on assessment pathways.

### We mainly use this information to do the following:

Course for parents: To provide details of dates, times and venue or zoom log in details, handouts, workbooks or additional information and resources relating to the course. To share anonymised information requested by funding organisations relating to postcode, ethnicity and information on children with SEND. To share information about our Parent Network, SEND peer support & information groups.



Families In Focus CIC

LOOKING FORWARD TOGETHER

Parent Network: To share anonymised information requested by The Lottery the funding organisation relating to postcode, ethnicity, age range of parent and type of SEND children may have as a diagnosis or on assessment pathways.

We recognise how important it is to keep this information confidential and have clear processes that staff must follow in line with this Privacy Policy.

We will only use this information:

- For the purposes of providing those accessing our services with support and information that is relevant to the needs of their family.
- For evaluating the services we provide so we can make any improvements required
- We will not pass on your details (or details about your family) without your permission other than in exceptional circumstances. An example of this would be if someone shared with us information relating to the possible neglect or abuse of a child or vulnerable adult.
- We use anonymised case studies to share with our funders or to use in an article to raise awareness of the work we do.
- The other type of sensitive personal information that we hold is details about ethnicity, if it has been shared with us. We will be very careful to keep this information confidential and as this is not relevant to the support we provide you with, we only use it to check that our services are open and accessible to everyone.
- Legal basis for using your data in some cases we will only use your personal information where we have your consent. For example; we will only email you, with details of courses or other support relating to SEND in the local area. There are also other lawful reasons to process personal information and one of these is called “legitimate interests”. This allows us to process data if we can show that the processing is necessary for us to achieve the aims of Families in Focus. Our main aim at Families in Focus is to support parents and in order to do that effectively we may need to



## Families In Focus CIC

LOOKING FORWARD TOGETHER

gather and refer to data about those attending our services. This data enables us to provide effective information and support relevant to those accessing our services so we can plan to continue to meet family's needs in the future.

- Where we are processing data using “legitimate interests” as the legal basis we will always take into account the balance between our needs to provide good effective support and family's right to privacy. We will only continue on this basis if we feel that there isn't an imbalance.

### Marketing

Occasionally we may send out emails to share information relating to our current services or other relevant services.

If anyone wishes to stop or start getting emails from us then please contact Francine: [bookings@familiesinfocus.co.uk](mailto:bookings@familiesinfocus.co.uk).

### Sharing your information

- The information/data we hold will be used by our staff (including volunteers) to support family's accessing our services. We will never sell your information and will only share your information with another organisation if we have your specific consent other than in the circumstances outlined in the next paragraph.
- The exceptional circumstances that would lead to us sharing information without your consent would only be cases where we had to report our concerns about the safety of a child or vulnerable adult or we were legally required to provide information.
- We do also share information with our funders about how our services have been used and how effective they are but this never includes your name or other individual personal information.

### Keeping your information safe

- We store most of the information we hold about you electronically.
- Only Families in Focus staff and will have access information or data stored electronically.



## Families In Focus CIC

LOOKING FORWARD TOGETHER

- Other forms of data that we hold are kept secure using password protection computers.
- The staff at Families in Focus are all trained so that they understand the importance of keeping confidential information secure and we have procedures in place to ensure the safe processing of your data.

### How long we keep your data for

- We will keep all the confidential information/data until the end of a course or once monitoring and evaluations have been completed. At that point we will remove contact information and the information we hold about your child and their disabilities and just retain an archived summary of the support you have received from Families in Focus.
- The rights you have in respect of the information we hold and process Under GDPR you have various rights in respect of the information we hold. These are listed below:
  - Access to personal information: Requests can be made for a copy of the information we hold about you, along with what information we use, why we use it, who we share it with and how long we keep it for.
  - Right to Object: If we are processing personal information on the basis of a legitimate interest then you can object if there is a particular reason why you don't want us to do this.
  - Consent: If we are relying on your consent to use personal information (for example to send you emails about our services) then you can withdraw consent at any time.
  - Rectification: You can ask us to change or complete any information about you if it is inaccurate or incomplete.
  - Erasure: You can ask us to delete your personal information where it is no longer appropriate for us to hold it.
  - Portability: You can ask us to provide you with some of the personal information we hold about you in an electronic form so it can be easily transferred.



**Families In Focus CIC**

LOOKING FORWARD TOGETHER

- Restriction: You can ask us to stop processing your data while we are acting on a request from you to delete your data or if you have objected to us processing it.

No automated-decision making: You also have the right to object to automated decision making in certain circumstances. We don't carry out any automated decision making so we won't list the details of this right. If you want to make any of the above requests, please contact the Families in Focus Directors in writing at our registered offices: Stewarts Accountants, Jelmac House, 271 High St, Berkhamsted HP4 1AA.

Requests to provide copies of the data we hold either in paper form or electronically then we will need the request in writing and will need to verify your identity.

For complaints about our use of information or data please contact the Families in Focus Directors in writing to our registered offices: Stewarts Accountants, Jelmac House, 271 High St, Berkhamsted HP4 1AA.

The UK data protection supervisory authority is The Information Commissioner's Office, [www.ico.org.uk](http://www.ico.org.uk).