Privacy Notice

This notice is to be read in conjunction with our Confidentiality Policy

It is a statutory requirement for children’s centres to demonstrate their contact and engagement with families. Epsom Children’s Centre collects information by asking parents and carers to complete a new registration, new birth or update form. We use contact details provided to us in this way to communicate with parents/carers. This enables us to develop services, which are appropriate and relevant to the families within our reach area. We have always and will continue to respect your privacy, by storing the personal information you provide us safely & securely. This notice explains how.

Data Protection Statement

Epsom Sure Start Children’s Centre aims to meet the highest standards when collecting and using personal information. We are are committed to upholding the standards and regulations embodied in the General Data Protection Regulation (GDPR). Personal data will therefore at all times be:-

- Processed lawfully, fairly and in a transparent manner.
- Collected for specific and legitimate purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up to date.
- Kept in a form which permits identification of data subjects for no longer than is necessary.
- Processed in a manner that ensures appropriate security.

How we keep your information safe

The Centre holds the personal information you provide us on both computerised, digital and hard copy filing systems. The information is held in a confidential manner with limited access, in accordance with the General Data Protection Regulation.

We are committed to ensuring that personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.
We collect the following information:-

When families register with our Children’s Centre, we collect the following information about parents/carers:

- Personal information, such as full name, date of birth, contact details and home address;
- Information, characteristics such as gender, ethnic group, employment and family status, special educational needs and any relevant family information.
- English language skills.
- Whether the carer is a smoker.
- Whether the carer is a lone parent.

When families register with our Children’s Centre, we collect the following information about children:

- Personal information, such as full name, date of birth and home address.
- Information, characteristics such as gender, ethnic group, disability/special educational needs.
- The relationship between the child/children and carer(s) e.g. daughter/son, grandchild etc.

Whenever you or your child attends a children’s centre activity or service we will also monitor and record the following:

- Services that you use and the reasons why you use them.
- Any questionnaires or surveys you complete.
- Evaluation results.
- Attendance.
- Outcomes & customer satisfaction.

How we use this information:-

Our core purpose is to help families improve their health, safety, economic well-being and to help families enjoy learning and achieving. The information we keep allows us to do this. We use this information to:-

- Keep you informed of activities that may be relevant to you by email, text messages, telephone calls, home visiting or social media such as Facebook and Twitter.
- Confirm appointments or cancellations.
- Help plan our activities and tailor them to the needs of the local community.
- Monitor and report on the types of services you use.
- Provide appropriate care and family support.
- Help the Local Authority assess how well the centre as a whole is doing and how many different people are using the centre.
- Provision of specific functions for which the local authority is responsible, such as the provision of children’s centres, showing that the services we provide have made a difference, early identification of need, early intervention.

When we share personal information with other organisations:

Surrey County Council
We record all the information you provide on the Children’s Centre database managed by Surrey County Council. The information you provide can only be seen by Surrey County Council’s Children’s Centres and appropriate council staff. The main purpose is for data management e.g. to prove our contact and engagement with families.

Multi-Agency Information Sharing Protocol
“Sharing information about individuals between public authorities is often essential if we need to keep people safe, or ensure they get the best services. This sharing must only happen when it is legal and necessary to do so and adequate safeguards are in place to protect the security of the information”. For further details see:- Surrey County Council MAISP
The Centre may share your information (but only with the minimum amount of information necessary and only where it is lawful to do so) with appropriate departments and agencies in accordance with the Multi Agency Information Sharing Protocol (MAISP).

This is most likely to happen where there are safety concerns.

**Legal obligations**

There are times when we are legally obliged to share information, *without consent* for example:

- If we have any safeguarding concerns, we have to report these to Surrey Children’s Services and the police if necessary.
- If we are requested to do so by government or law enforcement agency.

We may also share your information *with your permission*:-

- To work with other agencies to support you e.g. health

**Retention of documents**

- Registration/update forms will be kept for three years after you stop accessing the Children’s Centre.
- Registers/sign in sheets for everyday activities such as stay & play are kept for one year after the activity.
- Registers/sign in sheets for training courses will be kept for two years after the end of the training.
- After this time these documents will be securely destroyed.

**Requesting access to your personal data**

Under data protection legislation, families have the right to see the information about them that we hold.

To make a request for your personal information, contact the children’s centre who will put you in touch with our Data Protection Officer (DPO).

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed;
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or contact the Information Commissioners Office (ICO) directly at: https://ico.org.uk/make-a-complaint/
If you would like to discuss anything in this privacy notice, please contact:

The Centre Manager or Data Processor  
Epsom Sure Start Children’s Centre  
Pound Lane  
Epsom  
KT19 8SD  
Tel: 01372 749834 or email: reception@epsom.surrey.sch.uk

*The children’s centre governing body is required to review policies and procedures every year and monitor effectiveness.*