



Nottinghamshire Family Hub Networks Privacy Notice

Introduction

This privacy notice explains how Nottinghamshire County Council's Family Hub Networks collects and uses personal data for the purposes of providing integrated services and activities for children and young people and their families.

Family Hub Networks collect data about you and your child to help the council understand if services are provided efficiently to identify families in need and provide the right support at the right time. The Council wants to know if the following outcomes have been achieved:

- Children's needs are identified early, and risk of harm is prevented
- Getting a good education
- Good early years development
- Improved mental and physical health
- Promoting recovery and reducing harm from substance use
- Improved family relationships
- Children safe from abuse and exploitation
- Crime prevention and tackling crime
- Safe from domestic abuse
- Secure housing
- Financial stability e.g., parents in employment
- Prospective parents are well prepared for parenthood
- Mothers and babies have positive pregnancy outcomes
- Babies and parents/carers have good early relationships
- Parents/carers are engaged and participate in home learning from birth
- Parents/carers experiencing emotional, mental health and wellbeing challenges are identified early and supported.
- Children and parents/carers have good health outcomes
- Children and parents/carers are supported with early language, speech, and communication
- Children have access to high quality early years provision

Services and activities provided by Family Hub Networks include parenting support and advice, educational activities for children, volunteering opportunities, and support and health and wellbeing activities. More detail is available on our webpage [Family Hub Networks in Nottinghamshire - Information for Families | Nottinghamshire County Council](#).

This notice applies to the information we collect about:

- People who are referred to us by other persons, agencies, organisations.
- People who are signposted to us by other persons, agencies, organisations.
- People who contact us with an enquiry or complaint.

- People who participate in publicity for the County Council.
- People who register for and use our Family Hub Networks.
- Visitors to our webpages and social media pages e.g., Facebook.
- Organisations that sign up to our email mailing lists.
- Job applicants and our current and former employees.

Who will be using your data?

Nottinghamshire County Council will be the data controller for the data you provide to us.

We may also contract third party organisations to process your data on our behalf (e.g., suppliers of business systems such as our Business Management System).

What personal data do we use?

Personal data means any data which can be used to identify an individual (such as name and address) and any information that relates to that individual from which they can be identified (for instance, details of the services provided to an individual). The following types of personal data may be used:

- Name and Contact Details
- Age
- Date of Birth
- Gender
- Sexual Orientation
- Employment status
- Images
- NHS number
- Other ID numbers e.g., Social Care ID numbers
- Postal address
- Email address
- Employment and education information
- Parent/carer details
- Emergency contacts
- Personal or professional opinions about an individual
- Family details
- Housing needs
- Lifestyle and social circumstances
- Case file information

What types of special category personal data do we need from you?

- Physical and mental health details
- Religious, philosophical, or other beliefs of a similar nature
- Sexual Orientation
- Racial or ethnic origin

- Social care support outcomes

We also process data about criminal convictions, criminal offences, or related security measures.

Why do we use your data?

For service delivery including:

- Providing support for children, young people, and families.
- Monitor and report progress of children, young people, and families.
- Give the best possible service to children and families.
- Ensure children and families are safe from harm.
- Ensure that children and families are supported effectively.
- Understand the issues and challenges facing children and families to enable us to better support children achieve their potential.
- Ensure that children and families are referred to other services where additional help is needed.

For service planning and improvement including:

- Assess how well Family Hub Networks are performing.
- To understand where there are gaps in service provision.
- To evidence value for money and cost effectiveness of integrated Family Hub Networks.
- To understand which services and activities are most/least successful in engaging parents/carers and children/young people.
- To ensure we are providing services that meet the identified needs of children, young people, and parents/carers.

For research purposes including:

- Feedback from children, young people, parents, carers, professionals, and staff.
- Collection, review, and analysis of performance data.
- Joint work with educational or research establishments to measure the impact of the service and/or gaining a better understanding of the issues facing children and families.

For marketing purpose including:

- Review of Facebook pages, other social media presence, Family Hub webpages and the Parents and Carers Zone.
- Visitors to our webpages and Facebook pages.
- Use of quotes submitted, and images taken of local children and families for publicity purposes once parents sign a marketing consent form.
- Details of organisations who sign up to our email mailing lists.

What legal reasons allow us to use your data in this way?

Our legal basis for processing your personal data is that it is necessary to perform our public tasks as a local authority. For the purposes of using your data for marketing and promotional activity, our legal basis is consent.

Our legal statutory duties include the need to protect children from harm, and to ensure that there are sufficient Family Hubs (or related) Services.

Our legal basis for processing your special category personal data is that it is necessary for the provision and management of health or social care services or there is significant public interest.

Who may we share your data with or receive it from?

- NHS agencies (GPs, Hospitals, Community Healthcare Trusts)
- Department for Education
- Welfare organisations
- Voluntary and charitable organisations
- Care Providers
- Service Providers
- Schools & Academies
- Early Years providers
- Education providers
- Government organisations (e.g., Department for Work and Pensions, Ministry for Housing, Communities and Local Government)
- The Police
- Family Members
- Parents and Carers
- Regulators
- The Disclosure and Barring Service
- Religious organisations

May personal data be transferred overseas?

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

How long is your data kept for?

This information is held in accordance with the Council's retention schedule – see [here](#).

What will happen if you do not provide or we cannot obtain the data needed?

- We could not deliver the services and service improvements required.
- We would not be able to examine if Family Hub Networks are successful at meeting your needs.

Does the service make decisions using fully automated processes?

No

What rights do you have over this use of your data?

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it the legal reason why we use your data).

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

Contact the Data Protection Officer:

If you have any concerns about how the Council is using your data, you can contact the Council's Data Protection Officer by writing to:

DPO@nottscc.gov.uk

Or

Data Protection Officer
Nottinghamshire County Council
County Hall
West Bridgford
Nottingham
NG2 7QP

Please see the County Council's privacy statement for further information:

<http://www.nottinghamshire.gov.uk/global-content/privacy>

Contact details of the Information Commissioner's Office:

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached, you have the right to complain to the Information Commissioner's Office at:

www.ico.org.uk

Or

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

PUBLIC

Last updated: 17/05/2024