



Chalgrove and Watlington First Steps Family Hub

Data Privacy Notice

Chalgrove and Watlington First Steps Family Hub is committed to complying with the terms of the General Data Protection Regulation which came into force on 25th May 2018, and to the responsible and secure use of your personal data. The purpose of this statement is to let you know what personal information First Steps Family Hub Chalgrove and Watlington collects and holds, why we collect this data, how long it is kept and your rights over your personal data.

1. Information about you

1.1 We collect personal information from you if you and your child/ren attend our service. This information includes:- *name, date of birth, contact details such as phone number, address, and email address, children's details, health information, next of kin emergency contact, ethnicity and other relevant personal information.* We will review all personal information held by the service each year. When your family no longer accesses our service or you request for your details to be removed, all data relating to your family will be destroyed.

1.2 When you enquire about courses, workshops, talks, fundraising events or volunteering at Chalgrove and Watlington First Steps Family Hub, we ask for contact details and relevant personal information from you that is needed to answer your enquiries and to keep you informed about upcoming events that may be of interest to you. This data is stored securely for as long as you agree to be kept informed of our activities.

2. Our use of this information

2.1 We will use your personal data to give you information about our service until you no longer have contact with us or request for your details to be removed, *ie. inform you of any cancellation / changes to sessions, ensure your safety and well-being when accessing the service, monitor the use of the service, and for producing anonymised data for grant funding applications.* We will not share your personal details with any other person or organisation without your knowledge and permission unless there is a child or adult safeguarding issue, other legal requirement or health and safety issue.

3. Security

3.1 In order to ensure that your information is used appropriately and that your privacy is respected, we will:-

- take steps to ensure that your information is kept as safe as possible, :- *ie. password protected documents/database; lockable cabinet* and that we will endeavour to keep this accurate and up to date.
- Only those staff and volunteers who need to do so will access your personal information.

4. Your rights over your personal data

4.1 If you would like to see the information we hold about you, or would like to correct, update or delete any records or withdraw your consent, please email us at info@firststepshub.co.uk. We will respond within a month of receiving the request.

4.2 Data portability – You have the right to ask for all information held by us to be transferred to another controller.

4.3 Questions/Complaints:- If you have any queries or concerns about our use of your data, please contact First Steps Family Hub staff directly on telephone: 01865 400234 or e-mail: info@firststepshub.org.uk. We will do our utmost to answer your queries and resolve any concerns you have, but if these are not resolved to your satisfaction, you may choose to contact the Information Commissioners Office by telephoning their helpline on 0303123113, or accessing their live chat facility on the website at <https://ico.org.uk/concerns/>.