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Home-Start Perth is a Company Limited by Guarantee. Registered in Scotland
Company No. 268665; Scottish Charity No. SC000986



Privacy of Families' Personal Data

Personal details held

While you are with Home-Start Perth we will have some of your personal details kept securely on file. This information will be in line with what you consented to on the initial referral form to us and at the Initial Visit with one of our Coordinators. This includes:

- Your address and contact details.
- The names and dates of birth of your children.
- You and your partner's date of birth, gender and ethnicity.
- Details of other professionals involved in your family, e.g. Health Visitor, GP, Social Worker, etc.
- The needs of your family, e.g. any medical or social issues.

Through your time with us we may also collect the following:

- How you are feeling about being supported by us.
- Your levels of coping on key areas of your family life.
- Other areas of coping, development or issues which are directly related to a current project or funder.
- Changes to your health and social needs.
- What your volunteer has been doing during their time with your family.
- A risk assessment to highlight any potential risks to us or our volunteers (e.g. on-going neighbour dispute, dogs, possible parking issues, etc).
- Details of other services being used by the family (e.g. GP, Social Workers, employment support).
- Information from any individual or agency that has referred your family to us.

Be assured that we only keep what is necessary for us to support your family. As far as possible we limit what information we keep record details under an anonymised number format.

Referrals

During your time with Home-Start it may be that you require assistance from another organisation (e.g. another charity or service). We will ask your permission before giving them your personal details. We will check that this organisation is compliant with the new data protection procedures before passing your information on.



Consent Slip

Please see over

Our Funders

We are a small, self-funded local charity. Our funders ask us to provide them with data to prove that we are doing what we said we would do with their money. Your personal details will not be shared with them or anyone else.

Any information we give our funders is in data format. For example, we may say that 70% of families we supported suffer with mental ill-health issues. On occasion we provide an anonymised case study of a family. No names or identifiable information is given.

Within Home-Start Perth

To make sure our work with your family is effective and helpful to you:

- Your Coordinator and Volunteer meet regularly to discuss Home-Start's role with your family.
- Your Coordinator meets regularly with the Home-Start Perth Manager and your family may be discussed. Sometimes another Coordinator is present.

These discussions are confidential to the people present in the room and nothing discussed will be shared with anyone else in Home-Start Perth or beyond.

Social Services

If your family is involved with Social Services then we will share information with them and the other professionals involved. Please see your Welcome Pack for more details.

How long will we keep your information?

We normally keep the information we have about your family for 1 year after we have finished providing support to you. This is so we can respond to any questions, complaints or claims made by you or on your behalf. We keep different types of information for different lengths of time. (Further details can be found in our Information Governance Policy which is available on request.)

Your rights

You have a number of important rights which you may exercise in relation to your personal information free of charge. In summary, those include rights to:

- access the information we have about your family
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us
- object in certain other situations to our continued processing of your personal information

There are many other rights related to your personal data (please see www.ico.org.uk/for-the-public).

How to complain

Please tell us if you are not satisfied with the way we are using your personal data. You can contact us using the details above. We aim to resolve any query or issue you have as quickly as possible. If you are still not happy or wish to raise a further query or complaint you can contact the Information Commissioners Office at <https://ico.org.uk/concerns> or phone them on 030 123 1113.



Consent

I confirm that I have read and understood the contents of the Home-Start Perth Privacy of Families' Personal Data Notice and consent to Home-Start Perth processing my personal information in accordance with this Privacy Notice. I understand that I may withdraw my consent at any time by using the contact details included in the Privacy Notices.

Parent			
Parent			
	<i>Signature</i>	<i>Printed name</i>	<i>Date of signing</i>