



Privacy Notice – Supporting Families

Who Will Be Responsible For My Data Once It Is Collected?

Warrington Borough Council will be responsible for the data once it is collected.

Why Do You Need My Information?

Supporting Families is the Council's response to the government's Supporting Families Programme. This is by providing targeted support to help get children back into school, reduce criminal and anti-social behaviour and support parents to get back to work.

Warrington Borough Council has been asked to gather information by the Department for Levelling Up, Homes and Communities (DLUHC), about families that may be eligible for help from the Supporting Families Programme. To help us achieve this, we will be identifying those families with the most pressing and complex needs. This will involve some sharing of information between council departments and with other partner organisations. Any such sharing will be undertaken consistently and lawfully for the purpose of identifying those families who most need this support.

The information you provide helps us to support you and your family and meet our legal responsibilities.

What Allows You To Use My Information?

The legal basis for processing your information in line with the General Data Protection Legislation is:

For the processing of personal data the Council uses:-

Article 6 (1) (c) **Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations) with the legislation being the Digital Economy Act 2017.

Article 6(1) (e) **Public Task:** the processing is necessary for the council to perform its functions [or a public task], in particular to improve the lives of families in the supporting families programme.

For the processing of special category data the Council uses:-

Article 9(2) (g) **Substantial public interest conditions:** and meets the condition in Schedule 1, Part 2, Paragraph 6 of the DPA 2018 to process Special Category Personal Data. The council will also rely on Article 10 of the GDPR to process criminal offence data

Type of Information Will Be Processed?

The Council will be processing personal data and special category data.

The data being processed includes:-

- Your name, address and date of birth
- Gender
- Appointments attended through health

- Details of who you live with and who is part of your family
- Details of your involvement with our Partner Agencies, both in the past and currently
- An assessment of what support you need now and how we can help you in the future

We will only share information that is relevant to your needs so we can make sure you receive the support you require.

Who Will My Information Be Shared With?

Depending on what type of support you need, some of the Agencies listed below might share your information. Information is only shared with Partner agencies who would be able to provide you with support.

- Health Services
- CGL
- Council Support Services
- Police and Probation
- Housing Providers
- Cheshire Fire & Rescue
- Drug and Alcohol Support Services
- Domestic Abuse Services
- Department for Communities and Local Government
- Citizens Advice Bureau
- CAMHS
- DWP
- Homestart
- We've got your back
- Department for Work and Pensions (DWP)

Do I Have To Provide This Information And What Will Happen If I Don't?

If you don't want your information shared then the Partner Agencies involved will respect that decision, but this may mean we can't provide all the services you need.

If you change your mind at a later date, you can contact us and tell us. We will stop sharing your information when you ask us to.

There may be times when the law requires us to share information without asking for your consent, for example to prevent crime and disorder if necessary.

How Long Will You Keep This Data For And Why?

The information will be retained for 75 years and will be retained for the purpose of ensuring that all partner agencies and the Local authority have acted appropriately to support you and your family.

How Will My Information Be Stored?

The information will be stored on a secure database held by Warrington Borough Council. All of your information will be kept in line with the Data Protection Act 2018 and UK General Data Protection Regulations (GDPR). This means your information will be kept privately and securely. It will only be seen by members of staff who need to see it so we can provide the services you need.

All agencies involved will make sure that your information is properly looked after and kept up to date for the length of time that we are using it to support you and your family.

What Rights Do I Have When It Comes To My Data?

Under the Data Protection Act 2018 (General Data Protection Regulation), you might have more rights about what happens with your data.

As different rights apply in different situations each request will be assessed on a case by case basis.

1. **Right of Access (formerly Subject Access Request)** - you have the right under the Data Protection Act 2018 (General Data Protection Regulation 2018) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access.

To request a copy of your data or ask questions about how it is used, please look at our [webpages on Requests for Information](#).

2. **Right to be informed** – as detailed through this Privacy Notice.
3. **Right to rectification** – you have the right to have personal data rectified if it is inaccurate or incomplete.
4. **Right to erasure** – depending on the legal basis for processing your information, you could have the right to have personal data erased.
5. **Right to restrict processing** – depending on the legal basis for processing your information, you have the right to reduce or stop the processing of your data.
6. **Right to data portability** – depending on the legal basis for processing your information, you have the right to obtain and reuse any electronic data we hold about you.
7. **Right to object to processing** – where processing your personal information is required for the performance of a public interest task (see above), you have the right to object.

Who Can I Complain To If I Am Unhappy About How My Data Is Used?

If you are not satisfied with how your request has been dealt with, or if the information held about you is incorrect, you should email or write to Warrington Borough Council outlining your concerns.

If you then wish to make a complaint then please contact us using one of the methods below: Use the [online complaints form](#).

- Email us at contact@warrington.gov.uk
- Phone us on: 01925 443322
- Write to us at: Warrington Borough Council, East Annexe, Town Hall, Sankey Street, Warrington, WA1 1UH

You also have the right to complain to the Information Commissioner's Office using the following details: -

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 0303 123 1113
Website: <https://ico.org.uk/>

Will This Information Be Used To Take Automated Decisions About Me?

No, your information will not be used to make any automated decisions.

Will My Data Be Transferred Abroad and Why?

No, your data will not be transferred outside of the UK.