

## Supporting Families Privacy Notice

This factsheet explains what a privacy notice is.

A privacy notice tells you how Supporting Families Services use your personal information.

The aim of Supporting Families is to stop any difficulties that families or children might be having from getting any worse.

Supporting Families is part of Early Help Services.

It is all about providing help to children and families to:

- Get good early years support.
- Get back into school if this is something that has been difficult
- Help to reduce anti-social or criminal behaviour.
- Feel safe and keep safe from abuse and exploitation.
- Have safe and secure housing.
- Promote and improve wellbeing and physical health.

It will also help parents in getting back to work.

We do this by offering families the right support at the right time.

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### What is personal information?

When you use Supporting Families Services, we keep information about you. This information is sometimes called personal data.

This information can include lots of different things:

- Your name, address, age, date of birth, gender.

We must be careful about the personal information you give us.

Sometimes we keep information about your ethnicity and disability.

We must be extra careful with this information.

We also keep information about the support you need, how we can support you, and which of our services you might use.

Sometimes we might need information from other organisations like health services, police, or education.

## **How do we use your personal information?**

We use your information to help us:

- Find out who needs support.
  - Make sure you and your child have the right support.
  - Check that services work together and support children and families who need help the most.
  - See how well Warrington services are working and how they can get better.
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## **What does the law say?**

The law explains to councils what they must do with your information.

We must make sure that the information we have about you is right, kept safe, used properly, and is only kept for as long as we need it.

The law also says we can keep personal information if we need it to:

- Make sure we keep to the law.
- Stop crimes from happening.
- Protect someone's life.
- Provide safe health and care services.

The law says that some information can only be used if we ask you first. If you say no, we cannot use it – but some personal information can be used without asking you first.

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## **Who can we share your information with?**

Sometimes we need to share your information with other people and organisations to make sure you get the right support and help.

This might be:

- Hospitals and GP's
- Emergency services
- Housing, police, or probation
- Voluntary organisations
- Independent advocates

## What are my rights?

You can ask us to:

- Show you the information we have about you.
- Give you copies of this information.
- Change this information if it is not right, like your address.
- Get rid of information if we are no longer using it or are using it in the wrong way. We might not agree to this.

It is important that you know that we might have to keep some of your information if you are getting or have had a service from us. This can happen even if you don't want us to.

To get a copy of your personal information or to ask any questions you can go into Time Square and ask for some help.

You can also look at the council website.

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## Who can I do if I am unhappy about how my personal information has been used?

You can contact Warrington Borough Council to tell us why you are unhappy. We will try to answer your questions.

If you are still unhappy you can make a complaint.

This is how.

- Use the online complaints form on the **council website**.
- Speak to the customer service team at **Time Square**.
- Phone the council on **01925 443322**
- Email the council on [contact@warrington.gov.uk](mailto:contact@warrington.gov.uk)
- Write to the council at **Contact Warrington  
East Annexe, Town Hall,  
Sankey Street, Warrington, WA1 1UH**