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| **Public Privacy Notice**  **for**  Children and Families Group |

Children and Families Group understands that your privacy is important to you and that you care about how your personal data is processed and used. We respect and value the privacy of everyone who accesses our services and works with us.

This privacy notice covers all the following operations and its services owned and operated by the Children and Families Charity Group:

* Children and Families Ltd
* Seashells Family Hub
* Seashells Nursery
* Rising Stars Nursery
* Crèche Care
* Family Food Bank
* FareShare Kent
* Kent Community Pantry

Please read this Privacy Notice carefully and ensure that you understand it. By accessing our services and working with us, we assume you accept this Privacy Notice and are happy with its content. If you do not accept and agree with this Privacy Notice, you must stop using our services immediately and speak to our Data Controller.

**Data controller: Jim Duncan, CEO, Children and Families Ltd. Seashells, Rose Street, Sheerness, Kent, Me12 1AW. Tel: 01795 889233**

This public privacy notice sets out the following terms and conditions of how the Children and Families Group will store and use your personal data.

In order to comply with GDPR and ICO regulations, the Children and Families Charity Group outlines its process in this document under the following headings:

* What personal information we record, how we use it and why we have it
* How we store your personal information
* Your data protection rights
* How to complain

**What personal information we record, how we use it and why we have it**

As a service user, customer or partner of the Children and Families Group your personal information is yours. Any information shared with the Children and Families Group will be treated with the upmost confidence and used in line with our GDPR Date Protection Policy and in accordance with other policies if any information should overlap. Information will be used, processed and shared in agreement with you. This may include sharing information with Delivery Partners, Commissioners, Funders, and third parties if applicable. We may not obtain consent from you if an issue arises which involves potential criminality or exceptional circumstances, where appropriate agencies would be informed i.e. emergency services, social services, etc.

**Personal Information**

The Children and Families Group will collect personal information (such as full name, organisational name, address and general contact details, etc.) as well as personal characteristics (such as date of birth, ethnicity, language, nationality, country of birth, photographic and video images, etc.).

The Children and Families Group will hold both types of data in order to correspond with service users, customers and partner organisations this is to enable us to know who we are working with, how to have correspondence and contact you in emergency circumstances. It will also allow us to provide equal opportunities, as well as keep everyone safe.

In order to keep the public safe, the Children and Families Group have installed CCTV systems across all operational sites. This means the public will be recorded in order to ensure effective safety arrangements. Appropriate signage is in place across all sites within the group. Please see our CCTV policy for further information.

All data will be held by the Children and Families Group will be kept safe and secure. All electronic records will be stored using one of our secure systems with encrypted access and all paper copies will be stored securely.

**Medical Information**

Children and Families will hold medical information on service users, customers and partner organisations in order to best support your health needs. It will enable the Children and Families Group to contact your next of kin/emergency contact if an accident/incident occurs. It is important you update this information annually or when there is a change in personal circumstances/new medical conditions occur.

Medical Information given should be factual and accurate to ensure effective processes/treatments can be followed in emergency circumstances. If serious events occur that may require medical assistance the Children and Families Group will have the right to share this information with other agencies involved in offering emergency support.i.e. first aiders/ambulance service.

Medical Information would include all medical conditions known, vaccination details, previous injuries/accidents, allergies, dietary requirements, GP information, emergency contact details, and any other information you wish to disclose. If a condition is not disclosed formally then the Children and Families Group will hold no liability.

All medical information held by the Children and Families Group will be kept safe and secure. All electronic records will be stored using one of our secure systems with encrypted access and all paper copies will be stored securely.

**Financial Information**

The Children and Families Group will hold the following financial information in order to enable us to ensure any transactions, invoicing, etc. is completed in an accurate and timely manner.

Financial information held:

* Bank details
* Personal/Organisational details
* Benefit details (only to process nursery free entitlement places or provide family financial support)
* Third party debt details (only to provide family financial support)

The above information will be held by the Children and Families Group safely and securely. All electronic records will be stored using one of our secure systems with encrypted access and all paper copies will be stored securely.

**Professional Support Information**

The Children and Families Group works in partnership with many agencies and professionals to offer the best support for families/individuals. As a service user, customer or partner organisation it is important for us to know and hold all relevant contact information of other agencies and professionals you may also be working with, in order to best safeguard children and vulnerable adults as well as have good communication channels so we can offer the right support services.

In order to achieve this Children and Families Group will hold and share relevant information with other agencies and professionals that you are working with that you declare to us in a safe and secure way.

All electronic records will be stored using one of our secure systems with encrypted access and all paper copies will be stored securely.

**Marketing and Communication Information**

The Children and Families Group will hold marketing and communication information on service users, customers and partner organisations in order to keep you up to date with services as well as contact you with key information. we feel you need to know this information may also include the use of images for marketing purposes. All images taken are kept secure and are used by C&F for specific purposes. Parents/carers agree to all risk associated when images are used online on platforms such as websites, social media, etc.

The main channels of communication we will use are: email distribution lists, telephone calls, texting, postal mail/leaflet drops and social media.

You have the right to opt out of this anytime by contacting the Children and Families Group.

All communication information held by the Children and Families Group will be kept safe and secure. All electronic records will be stored using one of our secure systems with encrypted access and all paper copies will be stored securely.

**Disclosure and Barring Service (DBS) & Conviction Information**

The Children and Families Group will hold DBS and conviction information when applicable; in order to ensure appropriate risk assessments can take place and individuals are suitable to work with children and vulnerable adults. The information held will not be shared with no other party unless in exceptional circumstances.

All DBS and conviction information held by the Children and Families Groups will be kept safe and secure. All electronic records will be stored using one of our secure systems with encrypted access and all paper copies will be stored securely.

**How we store your personal information**

Your information is securely stored in locked filing cabinets and on electronic data servers kept at Seashells, Rose Street, Sheerness, Kent, ME12 1AW & FareShare Kent, Unit 4, St Johns Court, Foster Road, Ashford Business Park, Ashford, Kent, TN24 0SJ. All Data is secure and protected with restricted access for those who only need obtain your information for specific purposes.

In order to keep your information safe and secure the Children and Families Group only uses secure systems that are compliant with GDPR. Your information may be stored on one or more of the following secure systems:

* Internal servers at Seashells and/or FareShare Kent
* KCC Systems
* Sage
* GLADYS
* Salesforce
* Parenta
* Tapestry
* Egress
* Core+
* Smart Debit / World Pay
* Weebly / Square / Word Press
* UKPN / PSR / OFGEM
* FCA Systems
* Other relevant and secure systems that meet our security standards and that are approved by our ICT support.
* Paper records held in locked cabinets.

The above systems are provided by Children and Families, Digital Nerve Centre, Kent County Council, Sage Group PLC, FareShare Kent, Quantiv Ltd, Parenta, The Foundation Stage Forum and Education People. The above providers may access some of your data to run reports and develop services.

All data and confidential information is kept in accordance with our data retention schedules. Data is disposed of securely using shredders located across our operational sites and via electronic data cleansing processes.

**Your data protection rights**

Under data protection legislation service users, customers and partners have the right to request access to information about themselves that we hold. To make a request for your personal information, please contact Jim Duncan CEO, Seashells, Rose Street, Sheerness, Kent, ME12 1AW.

As a data subject, you have a number of rights. You can:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you would like to exercise any of these rights, please contact Jim Duncan, [jimduncan@children-families.org](mailto:jimduncan@children-families.org)

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

**How to complain**

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner’s Office at <https://ico.org.uk/concerns/>

This employee privacy notice is part of the Children and Families Group GDPR Data Protection Policy. Please refer to this policy for further information or visit [www.ico.gov.uk](http://www.ico.gov.uk).

If you would like to discuss anything in this privacy notice, please contact:

Jim Duncan CEO (JimDuncan@children-families.org)

Children and Families Group

Seashells, Rose Street, Sheerness, Kent, ME12 1AW Tel: 01795 889233