

Family Lives Privacy Notice

This Privacy Notice sets out information about how we process information about you in order to comply with the Data Protection Act 2018 and the UK General Data Protection Regulation. It tells you what we do with your personal information when you use one of our services. We'll tell you:

- why we are able to process your information
- what purpose we are processing it for
- how long we store it for
- whether there are other recipients of your personal information

About Family Lives:

Address: 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ

Tel: 020 7553 3080

Family Lives is registered with the Information Commissioner's Office as a Data Controller under number Z489744X.

Why we process your data: We process personal data about you and/or your family to enable us to provide the appropriate service. This helps us to ensure our services are responsive to needs and to report to our commissioners and funders, to enable correspondence and communications, and for safeguarding purposes.

Data which has been collected prior to the introduction of GDPR (25 May 2018) will be processed in accordance with this updated Privacy Notice.

Name of service: Relationships Matter - Ealing

Data Controller: Family Lives

Categories of personal data we receive: For the purpose of this survey you may disclose the following information about you and your family: about you and your family: name and contact information; child's name, child's date of birth, details of child's disability or learning difficulty; school;

Who data is shared with: For the purpose of this project and this survey, your personal information will not be shared with any third party.

Legal basis: Our legal basis for processing personal data about you is for the legitimate interests of the Data Controller to provide the service commissioned. We would not be able to provide you with the appropriate service without processing your data. To process any 'special category data' about you (such as your ethnicity or religion) we will always seek your explicit consent.

Where will you store my data? Your data will be stored in our internal electronic case management system accessed only by members of Family Lives staff. Your information may also be stored in a paper file held securely by Family Lives.

We may use the following third party processors to collect, process and store your data and for monitoring and evaluation purposes: MS Forms [Microsoft Privacy Statement – Microsoft privacy](#)

What we do with your data? We will store your data for 1 year after the end of the contract with Ealing Borough Council. Family Lives will keep some classes of information longer than others. These will include information held, for example, for reporting purposes in accordance with our contractual obligations and requirements of our funders and that retained in anonymous form, for statistical records, service development and research. Family Lives safely and securely disposes of personal data when it is no longer required. Family Lives will not rent or sell your personal information to other organisations.

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Your rights to your data: Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information. You can find more information about this on the [Information Commissioner's Office website](#).

- *Accessing your data:* You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process.
- *Correcting your data:* You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.
- *Erasing your data:* You have the right to ask us to erase your personal information in certain circumstances.
- *Restricting processing:* You have the right to ask us to restrict the processing of your information in certain circumstances.
- *Object to processing:* You have the right to object to processing if we are able to process your information because it is in our legitimate interests.
- *Data portability:* This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you. The right only applies if we are processing information based on your consent.

You have a right to access data that Family Lives holds about you (personal data) and be given access to your information within 30 days of request in accordance with the Data Protection Act 2018 and the General Data Protection Regulations. You can request your personal information by email to info@familylives.org.uk or by writing to: Data Controller, Family Lives, 15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ.

There is no charge for this. It will help us to find your information if you can tell us something about the nature of your contact with us e.g. which service, your geographic area. We want to ensure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You may be asked to provide proof of your identity.

Your right to lodge a complaint with a supervisory authority

If you have a complaint about the way we process your data, you have the right to complain to the Information Commissioner's Office. Please see the [ICO website](#) for more information.

Changes to this privacy notice

We regularly review and, where necessary, update our privacy information. You can see our full privacy notice for all our services here: <https://www.familylives.org.uk/privacy/>