

# YOUR DATA, YOUR RIGHTS



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## Information about how Barnardo's processes your data

Barnardo's respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use your data. We will comply with any data protection legislation currently in force. This leaflet is our Privacy Notice, is available on our website at [www.barnardos/privacy notice](http://www.barnardos/privacy notice) explains how we use any personal information that you provide or which is provided to us by third parties.

This leaflet explains what data **IOW Family Centres** keeps about you and/or your family, what Barnardo's does with this data and your rights in relation to it.

### The data Barnardo's records about you

Barnardo's holds personal information about you which may include your name, date of birth, address, gender, ethnicity, sexual identity and whether you have a disability. We will also record information about the service provided to you, including assessments, plans and reviews.

In addition **IOW Family Centres** records the following information

We will keep a record of the sessions you and your family attend as well as record information about you, including your address, date of birth and gender. We will record your ethnicity, whether you are disabled, your sexual orientation and your religion if you are willing to give us this information. We will also hold records of your children that you provide us including their age, gender, ethnicity and any additional needs and any sessions they attend.

We will also record other information about you that you tell us or other people share with us about you, relevant to the service we are offering you. For example we will keep a record of any communication with you and partner agencies as a response to your request for support.

We will keep the information you have provided on Barnardo's electronic recording system and the Local Authority EStart data management system. If you have submitted information via our website your information will transfer directly into our email system for processing.

### We record your data so that we can make sure our services meet your needs.

We will use this information to communicate with you about the services you have requested or are interested in. You can change your mind at any point by contacting your local Family Hub and we will adjust your record accordingly.

We keep a record about you and your family to help us decide how best to help you, to show what we have done to help you and the difference that this has made for you. We also need to be able to evidence to the IW Council and Clinical Commissioning Group, who funds our services, what work we have done with you and services you have accessed.

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## What is the source of the data that we record about you?

The source of the data we record is from the registration form or enquiry form you complete to provide us with your personal details and contact information, or in some cases has been passed on by another professional to request we contact you to offer a service to meet your family's needs. These are sometimes paper records or may be passed on electronically or submitted via our website by a professional.

## The reasons Barnardo's keeps a record of your data

The reasons why we keep a record of your data include;

- to help us decide how best we can help you;
- to record how we have worked with you;
- to assess how successful we have been in helping you and to report this to the organisations that are funding the work we do; and
- to meet relevant requirements of the law or regulatory bodies.

Under the General Data Protection Regulation (GDPR), and the UK's Data Protection Act 2018, we must have a legal reason to keep your data and process it. When Barnardo's provides you with a service, we will process your data under legitimate interest or public interest. We do this because we cannot provide a service to you without using your personal information.

## Who might Barnardo's share your data with?

In order to provide you with a service, Barnardo's may share your data with the following people may see your record;

- Barnardo's staff involved in providing you with the service and their managers,
- Barnardo's research staff in order to measure the difference we are making and improve our services for children,
- Inspectors from within Barnardo's and external regulators who might look at your record to check we are providing a quality service and meeting our legal requirements,
- Representatives of the commissioner (such as a local authority or health authority) where Barnardo's is delivering a service on behalf of another organisation. They would do this to assure themselves – and you –

that our work is proceeding as it should. **We share data regularly with the IOW Local Authority and the Hampshire & IOW Clinical Commissioning Group for monitoring purposes and we may also be asked to submit data for regulatory inspections**

- We also share information with the Local Safeguarding Children's Partnership or other partnerships as required
- We may be required to share your data with other agencies for legal reasons, a court order for example, or with other organisations if we believe that you are at risk of harm or may harm someone else.

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- There may be occasions when we will ask you for consent to use your data, for example; to help us inform the public about our work. If this is the case, we will explain to you exactly what your data will be used for. You can withdraw your consent at any time, and wherever possible, any of your data that has been used for publicity purposes will be delete

We may share your data with the NHS for the purposes of informing health policy and monitoring and improving care.

To find out more, or opt-out, visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters).

If we want to share your data with anyone who is not included in this list, we will inform you and, unless we have the legal grounds to share the data, we will seek your consent

## Who is legally responsible for your data?

Barnardo's and Isle of Wight Council are Joint Data Controllers and therefore both organisations are responsible for your data.

## What happens to your data when Barnardo's has stopped working with you?

Barnardo's will keep your data for a specified period of time once we have finished working with you, depending on the nature of the service and our legal obligations.

If your records are still in our system at the end of our contract to deliver services the agreement is that we will return your data to the Local Authority or pass to any new provider at this point. Records of support are held in our recording system for 6 years after the end of the support period, and within EStart database until the youngest child is 19 years old.

Information about how the IW Council manages your personal information can be found on the website <https://www.iwight.com/Council/OtherServices/Website/Privacy>

## Your right to receive a copy of your data (Subject Access Request)

You are entitled to request a copy of the data that Barnardo's holds about you. This is available at no charge to you. Please ask your worker or make your request verbally or in writing to:

Claire Steen, Children's Service Manager IOW Family Centres, East Newport Family Centres, Furlongs, Newport, IOW PO30 2AX 01983 529208

or email [Claire.steen@barnardos.org.uk](mailto:Claire.steen@barnardos.org.uk)

IW Council by Email: [information@iow.gov.uk](mailto:information@iow.gov.uk) or post, in writing to: Legal Services, IW Council, County Hall, High Street, Newport, IW PO30 1UD.

You may also contact the Data Protection Officer, see details below. There is a form that you may use if you wish; your worker will provide you with a copy. It is also available on the Barnardo's website: [www.barnardos.org.uk](http://www.barnardos.org.uk)

# YOUR DATA, YOUR RIGHTS

We will endeavour to provide you with a copy of your data within a month. If for any reason this takes longer than one month, we will explain our reasons for the delay to you. If you have any concerns about the content of your record, you should contact the manager of the service you are working with or the Data Protection Officer, contact details below. We will correct any factual inaccuracies such as your date of birth or ethnicity. We will not usually change any record of actions and events, but your views about the content will be added to the record.

## Contact Us

If you would like more information about how your data is handled, to receive a copy of your data or make a complaint about the way Barnardo's is handling your data, please contact;

Claire Steen, Children's Service Manager IOW Family Centres, East Newport Family Centre, Furlongs, Newport IOW PO30 2AX  
or email [Claire.steen@barnardos.org.uk](mailto:Claire.steen@barnardos.org.uk)

Or contact the IW Council by Email: [information@iow.gov.uk](mailto:information@iow.gov.uk) or post, in writing to: Legal Services, IW Council, County Hall, High Street, Newport, IW PO30 1UD.

Or

Data Protection Officer, at:

Barnardo's Head Office  
Tanners Lane, Barkingside,  
Ilford, Essex IG6 1QG  
☎ 020 8550 8822  
[dpo@barnardos.org.uk](mailto:dpo@barnardos.org.uk)

If you wish to lodge a complaint or seek advice from a supervisory authority please contact:

Information Commissioner  
Wycliffe House, Water Lane, Wilmslow  
Cheshire  
SK9 5AF  
01625 545 745  
[www.ico.org.uk](http://www.ico.org.uk)

You can view Barnardo's Privacy Policy in full on the website: [www.barnardos.org.uk](http://www.barnardos.org.uk)



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