

Privacy Notice: Children's Centres and Family Hubs

Who we are.

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website. This privacy notice should be read alongside the councils [Corporate Privacy Notice](#).

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

Family Hubs

This service aims to provide families with the support that they need to help their babies and children thrive, whether that's from friends, family, volunteers, or practitioners. The service aims to ensure that all families have access to the information and tools they need to care for and interact positively with their babies and children, and to look after their own wellbeing. Family Hubs help local services to work together and in partnership with the voluntary, community and faith sectors because all have a vital role to play in supporting families.

Children's Centres

Children's Centres provide a range of early years and childcare services including Family Hub *Start for Life* services.

What data we need to collect and use?

To provide this service, we will collect and use some or all the personal information below:

For you (and additional parent/carers if you provide these details)



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- Name
- Date of birth
- Gender
- Address
- Email address.
- Telephone number.
- Working status
If pregnant (and if so, estimated due date)
- Ethnicity
- Disability
- First language
- Level of English
- If a British Sign Language/Makaton user

For your child/ren

- Name
- Date of birth
- Gender
- Address
- Main carer
- Person(s) with parental responsibility
- Ethnicity
- Disability
- First language
- Level of English
- If a British Sign Language/Makaton user

We will also ask if you are happy to receive emails relevant to subjects or activities you identify on the membership form. We may ask what your preferred method of communication is and where you heard about Children's Centres or Family Hubs.

We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from other Council departments, early years settings and partner agencies.

If we are made aware of any changes in your information originally supplied (e.g. new baby born, change of address etc) then our records will be updated accordingly.

Where information is provided for a second parent/carers, it is your responsibility to gain consent for information given on their behalf.

How do we use your personal information?

We use this information for one or more of the following reasons:

To fulfil the duties placed on Local Authorities for the planning, delivery, and monitoring of services for families with young children.

Staff in Children's Centres and Family Hubs need to work effectively with other early years settings and local partners to be clear about who is supporting the family and what everyone is doing.



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Children's Centre staff also need to know if you would like some help and whether you are getting support from any other organisation. In addition, your data may be used so you can be contacted by Children's Centre staff; this includes invitations to attend appropriate services to support you and your family.

Information provided will be stored securely on a Bristol City Council database which can be seen by authorised professionals involved in the delivery of services.

What is the legal basis for our use of your personal information?

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our [main privacy notice](#).

We use a number of different lawful basis to allow us to collect and use your personal information dependant on what service you will be accessing; Some services such as Family Support will use the following legal basis.

It is necessary for the Council to perform a task in the public interest or whilst conducting its official functions, and the task or function has a clear basis in law. We are collecting this data because we are required to under the Childcare Act 2006 which details the statutory responsibilities of Local Authorities when delivering services for families with young children. It also gives guidance that the Local Authority must follow when planning or providing Children's Centres.

The relevant statute that underpins the processing is:

1. [Children Act 2004 Section 10](#)
2. [Part 3 of the Children and Families Act 2014](#)
3. [The Childcare \(Provision of Information About Young Children\) \(England\) Regulations 2009 \(legislation.gov.uk\)](#)

For other services such as applying for membership with the family hub, we will seek your consent.

Our additional legal bases for using your special category information are for the collection of special category data we use the following conditions for processing:

(g) Substantial Public interest (under data protection act Schedule 1 Part 2 (16) support for individuals with a particular disability or medical condition)

(h) Health or social care



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Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

key partners, e.g. health visitors and other health professionals, voluntary and community organisations, housing, social care, employment, and training services. This is to enable all agencies who are supporting children and their families to work together to provide services to best meet their needs.

Some information may be shared via the secure Connecting Care portal. To find out more about Connecting Care, how it works and what are your rights, visit [www.bnssgccg.nhs.uk/about-us/howwe-use-your-information/connecting-care](http://www.bnssgccg.nhs.uk/about-us/how-we-use-your-information/connecting-care)

In addition, Children's Centre and Family Hub Services will return anonymous data on family's engagement and progress to Bristol City Council staff and for some Start for Life services to Department of Education.

- For more information about the Government's guidance about how we share and receive information from other organisations, follow this link: [Working together to safeguard children - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below.

Usually, the length of time we will hold this information depends on the type of service that your family receive from us.

After the relevant time period, your information will be deleted or archived.



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Where consent has been given, an individual can withdraw their consent at any time, in this instance, we will remove your information immediately.

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about how we use and share your data and your rights can be found on our [Corporate Privacy Notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
PO Box 3399
Bristol
BS1 9NE

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Website: <https://ico.org.uk/>

Next annual review date: 1st November 2025

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