

Privacy Notice - Family Contact Centre

Who we are

London Borough of Newham (LBN) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and LBN ('the Council'). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to Family Contact Centre's. It provides additional information that specifically relates to this service, and should be read together with our [general privacy notice](#), which provides more detail.

What data do we collect

The Family Contact Centre is a Centre run by the London Borough of Newham to provide court-directed contact for families under Section 34 of the Children Act 1989.

The Contact Centre provides supervised or assessed contact for children and young people subject to care proceedings under the 1989 Children Act and subsequent amendments. A minority of contacts are also directed through private law proceedings.

The key aim of the service is to provide a high quality, professional Family Contact Service for vulnerable children and young people, promoting their continued contact with family members from whom they are separated and may return to at a future point, or from whom they are permanently separated and a contact order and schedule has been stipulated by public or private law.

To deliver this service, the London Borough of Newham collects data in respect of individual children and families accessing the service. The data that is collected includes:

- Your name and address
- Your child's name and address
- Your child's age
- Your telephone number
- Next of kind
- Information about your physical or mental health
- Information about your ethnic origin
- Information about your child's physical or mental health
- Information about your child's ethnic origin

Why we collect your data

We collect your data so that the team can review your and your child's needs and so that you can be matched with a contact supervisor who can support your family.

The lawful basis for processing your data

The lawful basis we use to process your data as set out in Uk data protection

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legislation is

- Article 6(e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law; and
- Article 6 (a) Consent: the individual has given clear consent for us to process their personal data for a specific purpose.

How we use your data

We will use your data to match you and your child's needs with a contact supervisor, who can support your family contact time.

Who we will share your data with

We will share your data relating to your contact visits with LBN social workers who are working with your family.

How long we will keep your data

We will keep your data safe and secure for a period of 27 years in line with our Retention Schedule. After this time, they will be securely deleted.

How do we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your rights at [Your rights – Processing personal data privacy notice – Newham Council](#) or at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk