

Privacy Notice - Family Hub

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 Newham Family Hubs. It provides additional information that specifically relates to this particular service, and should be read together with our [general privacy notice](#), which provides more detail.

The Family Hub Network consists of a range of Council-run services such as Early Help, Family Hubs, 0-19 Children's Health, Youth Empowerment Service, Libraries, Public Health and Adult Learning Services. In addition, support is provided via our commissioned services, schools and the community, voluntary and faith sector.

If you have questions regarding these services or our processing, you can contact us via email

- easthamfamilyhub@newham.gov.uk

What data do we collect

We collect the following data from you when you register with us:

- Name
- Date of Birth
- Address
- Contact number
- Email address

We may also collect the following data if you choose to share it with us:

- Religion
- Language spoken
- Special needs and/or disability
- Benefit and work status
- Immigration status (if applicable)
- Parent status

Why we collect your data

Newham's Family Hub Network provides a range of services for babies, children and young people aged 0 to 18 years old, (and up to the age of 25 for young people with SEND). This includes the provision of support for families living in Newham such as the following:

- Early Help and family support
- Stay and play groups for babies, toddlers and young children
- Activities to support children's development and preparedness for schooling
- Parenting Support such as parenting programmes, seminars and support groups
- Information, advice and guidance for children with additional needs and/or disabilities
- Information and support to access free early education places and childcare
- Health services, including baby/infant feeding support groups, Health Drop in clinics and support around healthy eating
- Domestic Abuse, mental wellbeing, drugs and alcohol support
- Home visits and outreach services

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- Employment, training and education support
- Money, food and housing support
- Positive activities for children and young people

The lawful basis for processing your data

The Article 6 lawful basis we use to process your data as set out in UK data protection legislation is:

- Consent: you have given clear consent for us to process your personal data for a specific purpose. You can withdraw your consent at any time.
- Legal obligation: the processing is necessary for us to comply with the law (not including contractual obligations).
- Vital interests: the processing is necessary to protect someone's life.
- Public task: the processing is necessary for us to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

The special category, Article 9 lawful basis is:

- Explicit consent – you have given us explicit consent to the processing of your data. You can withdraw your consent at any time.
- Reasons of substantial public interest (with a basis in law)

Article 10 condition for processing of personal data relating to criminal convictions and offences, or related security measures – Data Protection Act (DPA) 2018 Schedule 1, Part 1 (2). Section 115 of the Crime and Disorder Act 1998 provides the lawful basis for the police, local authorities, health authorities and probation services to share information about any person for the purposes of preventing and prosecuting crime and disorder.

We will only process personal data where we have consent to do so, and you can withdraw your consent at any time.

How we use your data

We will use your data to:

- Understand who is using our services and record attendance
- Make sure that services are meeting the needs of children, young people and families
- Identify families who are experiencing difficulties to make sure they receive co-ordinated help and support
- Identify services that you may be eligible for and any support that you may need
- Provide effective provision of support by LBN teams and other early help staff, and members of designated teams around the family including finding employment and diversion from crime and anti-social behaviour
- Develop a shared approach to assessment and identification of need and delivery
- Measure progress made by families while being supported
- Use measurement of outcomes to support payment by results claims and nationally and locally agreed indicators
- Evaluate effectiveness/impact of our support services

- Share statistical information only (no personal data) with the National Supporting Families Team (Department for Education), Department for Education and Department for Levelling Up, Housing and Communities

When you use a targeted early help offer or service requiring a referral, we will also record data in relation to the service being received. This will include:

- Support and information required (the referral information)
- Consent status
- Information, support and advice provided
- Child, children's learning and development information and progress
- Any special educational needs and disabilities
- Relevant medical and health information (including medical and Special Educational Needs)
- Safeguarding and welfare information
- Attendance and exclusion data
- Social and financial information
- Outcome and feedback

Who we will share your data with

We will only share your data with the following external agencies for the same purposes it was collected:

- Department for Work & Pensions
- Family Hub Teams, Children's centres and schools
- Police
- The National Probation Trust
- Public Health England
- NHS services
- Domestic abuse and substance misuse services
- Youth Justice Service
- National Supporting Families Team (Department for Education) for the National Insights Study
- Commissioned service providers

We may also share information where there is a risk of serious harm or threat to life, for the prevention and detection of fraud or crime, assessment of any tax or duty or where we are required to do so by any court or law.

How long we will keep your data

We will keep your data safe and secure for a period of 27 year(s) in line with our retention Schedule. After this time, it will be securely destroyed.

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 [For the public | ICO](#) If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk