

PRIVACY NOTICE

The information we collect about you and how we process it is governed by The Data Protection Act 1998 and the General Data Protection Regulation (GDPR) which came into effect on 25th May 2018. This means that we can only keep records that are relevant to our work with you. These records have to be accurate, up to date, secure and kept for a limited amount of time only.

What information do we collect about you?

We collect information about you when you register with us or access one of our services. We record basic information about who you are, where you live, why you are accessing a Springfield Project service and about the work that we are doing with you. In some circumstances this may include information relating to your or your child's health and wellbeing.

How will we use your information?

We keep records to help us decide how best we can help you, to record how we have worked with you and to assess how successful we have been in helping you. If you agree, we may contact you about other services we think may be of interest to you. If you have consented to receive these messages, you may opt out at any time.

What is the legal basis for processing information about you?

Under the General Data Protection Regulation (GDPR), and the UK's Data Protection Bill, we must have a legal reason to keep your data and process it. When The Springfield Project provides you with a service, we will process your data on the basis of legitimate interest, performance of a public task, contract fulfilment or consent. This is because we cannot provide a service to you without using your personal information.

The legal basis on which The Springfield Project may process information about you is different depending on which service you are using.

Our Children's Centre services are governed by the Birmingham Forward Steps Privacy Notice. For this service we process your data on behalf of Birmingham Community Health Care NHS Foundation Trust. The legal basis for this is the performance of a public task.

The legal basis for processing data for children in our Nursery is the fulfilment of a contract.

The legal basis for processing data for adults or children using any of our other services is consent. We will ask you to give your consent for us to process your data.

Who can see my record?

- Staff at the service you use

- Some senior managers at The Springfield Project
- Official inspectors might look at your record to check that The Springfield Project is working properly and keeping clear and accurate records
- Representatives of the commissioners where The Springfield Project is delivering the service on behalf of another organisation. They would do this to assure themselves – and you – that our work is proceeding as it should

Sharing information

We will seek permission from you before sharing your record with other services that work with you. We will always respect your wishes if you do not consent to us sharing information except:

- Where sharing information with another agency is part of the contract for the service. We will tell you whenever this applies
- Where The Springfield Project is delivering the service on behalf of another organisation; again we will explain to you what this means at the outset
- Where we believe you are at risk
- Where someone else may be at risk
- If we are legally required to share the information, for example following a court order

How do I know my information is secure?

The Springfield Project ensures all personal data is processed in a manner that promotes data security. Please see our Data Security Policy. For further information on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you please contact the Data Controller at info@springfieldproject.org.uk

How do I go about seeing my information?

You are able to see your records and receive copies at any time by applying to Data Manager at The Springfield Project. This will usually happen quickly and must take place within 40 days of you asking. Following your request the Data Manager will arrange for you to look through your file in the presence of a member of staff. The staff member can answer questions and note any changes you think should be made to the record.

Can any part of the file be withheld from me?

Sometimes the service receives information from someone (e.g. a Doctor) that is written in confidence. When this happens we have to obtain the agreement of the person providing the information before sharing it with you. On very rare occasions we might withhold some of the information because it could seriously harm you to see it. References to other people might also be withheld.

How long will my data be kept?

The Springfield Project 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 this will be for a minimum of six years. It may be kept longer if policy or law requires this but will be kept for no longer than necessary. Throughout this time, you will have the right to see the information kept on you. After that, the file and its contents will be safely destroyed. If The Springfield Project is delivering the service on behalf of another

organisation, then the responsibility for the files returns to that organisation at the end of The Springfield Project's contract with them. Please see our Data Retention document for further information.

What can I do if I am not satisfied with the process, or with what is in my file?

If you do not see your file within 40 days of asking to do so or have any other complaints about the contents of your file you can take it up through The Springfield Project Complaints Procedure. The manager at the service you use can advise you on how to do this. You can also complain to the Information Commissioner's Office for the Data Protection Act. The Information Commissioner's Office contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Changes to our privacy policy

We keep our privacy notice under regular review and we will place any updates on our website. This privacy policy was last updated on 15 May 2018.

How to contact us

Please contact us if you have any questions about our privacy notice or information we hold about you:

- By email – info@springfieldproject.org.uk
- Or write to us at The Springfield Project, The Springfield Centre, Springfield Road, Moseley, Birmingham, B13 9NY