



PRIVACY NOTICE

The information we collect about you and how we process it is governed by The Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR). This law gives you certain rights and also means that we can only collect and 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. This data about health is called "special data".

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?

The law says that we must have a specific legal reason to keep your data and process it. When The Springfield Project provides you with a service, we will process your data either because we have a legitimate interest in doing so, because we are performing a public task or because you have given us your consent to process your data.

If the Springfield Project processes your special data (e.g. information about your health), we must also have a specific legal reason to process special data. In this case we will process your special data either because you have given us your consent or because processing is necessary to protect your or your child's vital interests.

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 to comply with statutory requirements.

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

Who can see my record?

- Staff and trained volunteers 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 Protection 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 Protection Manager at info@springfieldproject.org.uk

What are my rights?

You have the right to:

- Access the personal data we hold on you, free of charge in most cases.
- Request the correction of your personal data if this is incorrect, out of date or incomplete.
- Ask us to erase your personal data if we were not allowed to process it or if we no longer need to process it for the purpose for which it was collected or once the purpose for which we hold the data has come to an end.
- Ask us to stop data processing where we are relying on a legitimate interest and you think that your rights and interests outweigh our own and you wish us to stop.
- Withdraw your consent to our using your personal data for direct marketing (for example, via email).
- While you are requesting that your personal data is corrected or erased or are contesting the lawfulness of our processing, you can apply for its use to be restricted while the application is made.

If you wish to exercise your rights, please apply to the Data Manager at The Springfield Project at the address below. They will respond as soon as possible and within one month of you asking.

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 Policy 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 a month 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. The contact details are:

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

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

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 in March 2026.

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