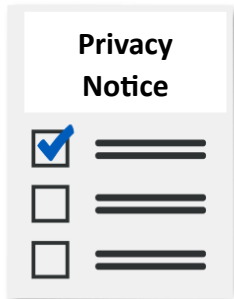


## Supporting Families Privacy Notice



This factsheet explains what a privacy notice is.

A privacy notice tells you how Supporting Families Services use your personal information.

Supporting Families is about helping to stop any difficulties that families or children might be having from getting any worse.

### What is Supporting Families?



Supporting Families is part of Early Help Services in Warrington Borough Council.

Supporting Families gives help to children and families to:

- Get good early years support.
- Get back into school if children have found going to school hard.
- Help to stop anti-social or criminal behaviour.
- Feel safe and keep safe from abuse.
- Have safe and secure housing.
- Improve mental and physical health.
- Help parents get back to work.



**We do this all of this by making sure families get the right support at the right time.**

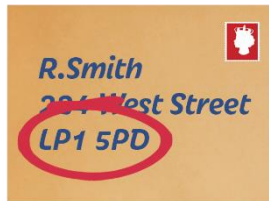
## What is personal information?



Supporting Families will keep information about you. This is sometimes called personal data.

Information can include lots of different things.

- Your name
- Your address
- Your age
- Your date of birth
- Your gender



We must be careful about the personal information you give us.

Sometimes we keep information about your ethnicity and disability.

We must be extra careful with this information.



We also keep information about:

- The support you need.
- How we can support you.
- Which of our services you might use.



Sometimes we might need information from other organisations like health services, police, or education.

## How do we use your personal information?



We use your information to help us:

- Find out who needs support.
- Make sure you and your child have the right support.
- Check that services work together and support children and families who need help the most.
- See how well Warrington services are working and how they can get better.

## What does the law say?



The law tells councils what they must do with your information.

We must make sure that the information we have about you is right.

We must make sure your information is kept safe.



We must make sure your information is used properly.

We must make sure your information is only kept for as long as we need it.

## Who can we share your information with?



Sometimes we need to share your information with other people and organisations.

This might be:

- Hospitals and GP's
- Emergency services
- Housing, police, or probation
- Voluntary organisations
- Independent advocates

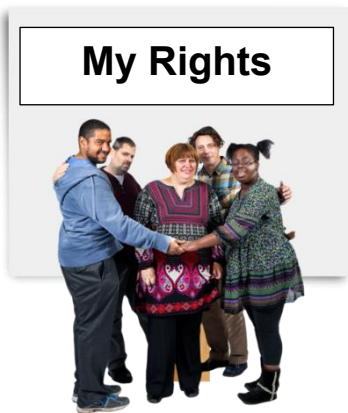


It is important you get the right help and support.

## What are my rights?

You have the right to ask us to:

- Show you the information we have about you.
- Give you copies of this information.
- Change this information if it is not right.
- Get rid of information if we are no longer using it or are using it in the wrong way.



We might not always be able to agree to this.



Sometimes we must keep some of your information.



This can happen even if you don't agree.

## How do I ask for my information?

To ask for your information, get some help or to ask a question you can:



- Speak to the customer service team at Time Square.



- Go to the council website.

<https://www.warrington.gov.uk/access-your-information>

## What can I do if I am unhappy about how my personal information has been used?



You can contact Warrington Borough Council to tell us why you are unhappy.

We will try to answer your questions.

If you are still unhappy you can make a complaint.



- Use the online complaints form on the council website.

<https://www.warrington.gov.uk/complaints>



- Speak to the customer service team at Time Square.



- Phone the council on **01925 443322**



- Email the council on [contact@warrington.gov.uk](mailto:contact@warrington.gov.uk)



- Write to the council at  
Contact Warrington, East Annexe, Town Hall  
Sankey Street, Warrington, WA1 1UH