

## Privacy Policy

Parenting 2000 takes your confidentiality and privacy rights very seriously. The information below explains how we collect, process, transfer and store your personal information. This privacy Notice forms part of our accountability and transparency to you under the Data Protection Act 2018, which is the UK's implementation of the General Data Protection Regulation (GDPR).

### Why we collect and keep information about you

Parenting 2000 aims to provide you with the highest quality of service. To do this we keep relevant records about you and the service we have provided or plan to provide for you.

These records will be specific to the type of service you are accessing and may include:

- Basic details about you, like address, date of birth, telephone number, etc
- Contact we have had with you such as meetings / visits
- Notes and reports about your circumstances (eg: your health, offending history, etc)
- Details and records about your interaction with the service (ie: case notes)
- Relevant information from other people who hold information about you, such as relevant professionals, relatives, etc.

Normally information is collected directly from you (the data subject); however in some cases we receive personal information about you as part of a referral from a partner agency or from other services that are or have previously been providing you with services. Whatever the source, we are committed to holding your records in strict confidence.

### Confidential information

You have the right to confidentiality under the Data Protection Act 2018 (DPA), the Human Rights Act 1998, the General Data Protection Regulation 2016 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

All personal information held by Parenting 2000 is kept securely. Everyone looking at your record, whether on paper or electronically, is obliged to keep the information confidential. We will aim to share only as much information as people need to know to play their part in providing you with the services you have requested. We will never share your personal data with third-parties for marketing purposes. Other information, that does not include your personal details, may be used for planning, training and research.

### How your records are used

The employees of Parenting 2000 involved in providing your service will use your records to:

- Provide a good basis for decisions made by you and by them in your regard
- Allow you to work with those providing your service
- Make sure your service is delivered safely and effectively
- Work effectively with others providing you with services

Others may need to use records about you to:

- Protect you or others from harm
- Check the quality of service provided
- Help investigate any concerns or complaints you or your family have about the service you receive
- Manage the organisation
- Help with planning and Research

Some information may be held centrally to help with the planning of Parenting 2000 services. In these instances, we take strict measures to ensure that individual clients cannot be identified. We use anonymous information, wherever possible, but may use personally identifiable information for essential purposes. This information will only be used with your consent, unless we have to do so by law.

## **How we share your information**

When we provide you with a service/s, we will share your record with the people providing you with a service or checking the quality of your service

We will not share information that identifies you for any reason other than providing your services, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission because the public good is thought to be of greater importance than your confidentiality.

Sometimes we need to share your information with partner agencies; we will usually seek your specific permission to do this. If we share information without your permission, we will make sure that we keep to the General Data Protection Regulation 2016, Data Protection Act 2018, Human Rights Act 1998, Common Law Duty of Confidentiality and national guidelines on best practice.

## **Viewing Your Records**

You also have the right to ask for a copy of all records we hold about you. We will usually show you what they have recorded about you, if you ask.

Alternatively, you can do this via a Subject Access Request (SAR). In this case your request must be made in writing and you will need to give adequate information (for example full name, address, date of birth, etc). We will generally provide this information free of charge and are required to respond to you within one month. You will be required to provide identification before any information is released to you.

You have the right to rectify your information; if you think anything in your record is inaccurate, please approach the person in charge of your service.

You have the right to restrict how we process your information and you can also request that we remove your information altogether.

## **When we destroy your information**

The length of time we keep your records is dependent on the nature of the service provided. We will remove your information from all Parenting 2000 sources in line with the law and best practice.

## **Who should you contact if you have a query?**

Parenting 2000 is the Data Controller for your personal information. Queries should be made to our Data Protection Officer.

Tel: 0151 932 1163

Email: [admin@parenting2000.org.uk](mailto:admin@parenting2000.org.uk)

## **Supervisory Authority and Notification**

Data Protection is regulated in the UK by the Information Commissioners Office (ICO). Parenting 2000 is registered with the ICO – Registration number: Z9966170

## **How we use the information we collect to improve our website**

Parenting 2000 may collect and store the following information each time you visit our site: the date and time, the originating IP, the type of browser and operating system used, the URL of the referring page, the object requested, and the completion status of the request.

Visitors to our public website remain anonymous as none of the data collected is linked to any personal information. The information allows us to assess the popularity of the pages on the website, so that we can continue to improve our site and access to information.

## **Cookies**

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally.

These pieces of information are used to improve services for you through, for example:

- Enabling a service to recognise your device so you don't have to give the same information several times during one task
- Recognising that you may already have given a username and password so you don't need to do it for every web page requested
- Measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast