

## How we keep your personal information safe The Big Lottery Fund and NSPCC (Blackpool Better Start)

This privacy notice explains what personal data is collected by the Big Lottery Fund and NSPCC on behalf of the A Better Start (ABS) Programme and Blackpool Better Start Partnership, and how we use the data.

You may have accessed a service delivered by an organisation commissioned by the NSPCC on behalf of the ABS Programme, for example Blackpool Council. Please read this document in conjunction with that organisations privacy policy, if you have any questions about this please just send us an email at [betterstart.cecd@nspcc.org.uk](mailto:betterstart.cecd@nspcc.org.uk) - we'd be delighted to help.

You can also contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email>

### Who are the Data Controllers for A Better Start Programme ?

The joint data controllers are the Big Lottery Fund (BLF) and the NSPCC.

### Your Personal Data – what is it ?

Personal information is any information that can be used to identify you, such as your name, address, date of birth, telephone number, email address or photograph. In certain circumstances we also collect special category data when you access our services which includes, health, race, ethnic origin, sexual orientation, and disability data.

We will collect this information about you through conversations and through forms and data collection.

### How do we use your personal information?

There are a number of ways that we may use your personal information, all to help us provide the most relevant and personalised service for you. The following are some of the ways we use your personal information

- **To provide you with information, on activities and service which we feel may interest you.** For example promotion of alternative services or events.
- **To evaluate and improve our activities as well as the services we provide to children and families.** For example a research project into the service you have completed or evaluation of an event you have attended.
- **To promote our activities.** For example reporting on numbers of children and families accessing our services.
- **To match information collected from you through different means or at different times.** For example though the Blackpool Children and Families Network.

### What is the purpose and legal basis for storing and using your personal data?

Data Protection law requires us to have a reason or justification, also known as a 'lawful basis', for using any of your personal data, the Big Lottery Fund and NSPCC collect data on the basis of:

- **Consent**

This is where we have asked for your permission to use your personal data in a specific way, and you have agreed. For example when you consent to be part of a service evaluation.

- **Legitimate interests**

We rely on legitimate interests when we have an interest in processing your personal data, which is not outweighed by your own rights and freedoms. Whenever we use this justification we will always conduct a balancing exercise to ensure that we consider the impact on you as an individual. Activities relying on legitimate interests include summary reports based on personal data we already hold within the partnership in anonymised form, or contacting you about an event or service which could benefit you and your child.

- **Public Task**

Some activities are undertaken in relation to public interest, for example if we have concerns about a child or family we may collect personal information and pass this to the relevant department or service.

## **Sharing your personal data**

We may share your personal data with other Blackpool Better Start Partners (Blackpool Teaching Hospitals Foundation Trust, Blackpool Clinical Commissioning Group, Blackpool Local Authority, Blackpool Police and Community Voice), ABS grant holders (National Children's Bureau, Bradford Trident, Nottingham CityCare Partnership and Pre-school Learning Alliance), and funded organisations, Natcen Social Research, 23red Ltd, Ecorys, The FrameWorks Institute, The University of Warwick, and the A Better Start Advisory Group which help us to carry out our programme activities.

For example, we share personal data with organisations which help evaluate the impact of our grants on communities. Organisations which support our IT software and systems may also have access to personal data. In each case, we will only share personal data needed to carry out their work, and will do so subject to appropriate safety measures that are designed to ensure your personal data remains secure and is only used for the intended purpose.

We may also share personal data with government departments or other third parties who have funded the grants where this is a condition of their funding. This data will only be shared in non-identifiable format for monitoring purposes.

## **How long do we keep your personal data**

We keep your personal data for no longer than is necessary, 6 years after your completion of receiving services from the Blackpool Better Start Partnership. The data is kept for this period to satisfy the legal obligations of receiving the Lottery grant.

If you have accessed one of our services they please check with the provider of the services how long they will retain your case records.

## **Your rights around your personal data**

Your personal data is protected by legal rights. These include the right in certain circumstances to:

- request a copy of your personal data held by NSPCC and BLF;
- ask for your personal data to be erased, for example, if we no longer need it for the purpose we collected it;
- request that we suspend the processing of your personal data, for example if you want us to establish whether it is accurate or the reason for processing it;
- object to the processing of your personal data in certain circumstances.
- You also have the right to withdraw your consent at any time. However we will retain the information we hold about you for the appropriate period of time in line with any legal requirements.

For more information or to exercise your data protection rights please contact our Data Protection Officer using the contact details below. There are other rights not listed here and exemptions may apply in some circumstances.

If you are unhappy about how your personal data has been used please refer to our complaints policy. You also have a right to complain to the Information Commissioner's Office which regulates the processing of personal data.

### **Transfer of data abroad**

Your personal data will not be transferred to a country outside of the European Economic Area. If however this changes, we will inform you.

### **Updates or changes to the privacy policy**

We reserve the right to make changes to this Privacy Policy. Each time you visit this site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you. Where appropriate, any changes will be notified to you.

### **Complaints**

If you are concerned about the way your personal data is handled, please contact the Data Protection team at [dataprotectionofficer@nspcc.org.uk](mailto:dataprotectionofficer@nspcc.org.uk).

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here <https://ico.org.uk/for-the-public>. You also have the right to contact the Information Commissioner's Office on 0303 123 1113, via their website [www.ico.org.uk](http://www.ico.org.uk) or via post:

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