

Privacy Notice: Family Hubs and Start for Life

Who we are.

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website. This privacy notice should be read alongside the councils [Corporate Privacy Notice](#).

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

About This Service

- Service Delivery and Management:

Best Start Family Hubs will be local hubs where families can access a range of services all in one place. Think of them as a 'one-stop shop' for families with children from pregnancy through the early years and beyond.

Whether its free classes, events and activities, help with your children before they start school or finance and housing advice - the hubs will either provide these services directly or connect you to the right local support.

Services will vary depending on local needs, but you can expect:

- 'Stay and play' sessions where you and your child can meet other families
- Parenting advice and courses to boost your confidence
- Support with your child's language and emotional development
- Health services and advice
- Help with managing children's behaviour and emotional needs
- Guidance on creating a positive home learning environment

For families with children who have additional needs, each hub will have a trained professional to help you navigate services and connect with local early years settings and health services.



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What data do we need to collect and use?

The main goal is to provide and manage a wide range of services through the Family Hub, which includes customer management, attendance tracking, case management, and more. The processing of data enables effective coordination of social care, health services, and educational activities for families and individuals.

To provide this service, we will collect and use some or all of the personal information below:

- For parents/carers:
 - name,
 - date of birth,
 - contact details (email address, full postal address & telephone number(s)),
 - ethnicity,
 - language,
 - physical and mental health.
- For children:
 - name,
 - date of birth,
 - gender,
 - ethnicity,
 - language,
 - Who has parental responsibility for this child
 - School
- Other:
 - Communication preferences
 - Referral source
 - Service usage
 - Attendance Management – This is the summary of attendance and will be made clear in the membership process.
 - We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from other council departments, early-year settings, or partner agencies.

How do we use your personal information?

- Delivering services to families and children
- Fulfil our legal duties under the Childcare Act 2006 and other legislation.
- Enable appropriate referrals and support packages.
- Contact you about relevant services and activities.



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- Coordinate support across services.
- Refer you to commissioned partners (with your consultation where required)
- Contact you about relevant services.

What is the legal basis for our use of your personal information?

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our [main privacy notice](#).

Our lawful and legal bases for using your personal information are:

- **Public task:** to deliver statutory services under the Children Act 2004, Children and Families Act 2014, and related regulations.
- **Legal obligation:** where required by the Children Act 2004, Children and Families Act 2014, and related regulations.
- **Consent:** for specific uses such as marketing communications or where required for sharing with certain partners
- **Substantial public interest:** for processing special category data under Schedule 1 of the Data Protection Act 2018 under the following conditions:
 - Statutory and government purposes
 - Equality of opportunity or treatment
 - Support for individuals with a particular disability or medical condition

Where consent is required, it will be clearly requested at the point of data collection and can be withdrawn at any time.

Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

- Health professionals, early years providers, social care, housing, employment, and training services
- Commissioned partners delivering services on our behalf.
- The Department for Education (anonymised data only)



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Commissioned partners

Service user information will be passed on to the following commissioned partners. Some services allow self-referral so individuals and families may self-refer.

- [Bristol Beacon](#): Bristol Music Trust (Colston Hall) Colston Street, Bristol BS1 5AR.
- [Dads Rock \(Evolve Music\)](#) Ground Floor, 11 Manvers Street, Bath. BA1 1JQ
- [Homestart \(Dad Matters\)](#) Unit 11, Greenway Business Centre Doncaster Road, Bristol. BS10 5PY
- [Mothers for Mothers](#) New Fulford Family Centre 237-239 Gatehouse Avenue, Bristol BS13 9AQ
- [Rockabye](#) CIC, 25 Upper Belmont Road, Bristol, BS7 9DG.
- [Easy Peasy](#): Peoples Mission Hall, 20-20 Whitechapel Road, London, E1 1EW.
- [PEEP Learning Ltd.](#) The People Centre, PO Box 1404, Oxford, OX4 6JZ.
- [Durham University Infancy and Sleep Centre](#): The Palatine Centre, Durham University, Stockton Road, Durham, DH1 3LE

Bristol City Council will pass on the names and work contact details to the following commissioned partners. That will enable the commissioned partners to contact BCC staff about the training that they will be providing.

[Brazelton](#) 68 Devonshire Road, Cambridge, Cambridgeshire, CB1 2BL [UNICEF](#) 1 Westfield Avenue, London E20 1HZ.

[Solihull Approach](#):. A list of Bristol postcodes will be shared with Solihull Approach so that families and practitioners with matching postcodes will be able to access Solihull Approaches resources.

BCC may also host data on behalf of partner organisations using the Family Hubs system. In these cases, BCC acts as a data controller, and appropriate data sharing agreements are in place.

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

System provider and sub-processors

- The Family Hubs system is provided by Plinth, who act as a data processor on behalf of BCC and other partners.
- Plinth Privacy Notice [Privacy Policy - Google Docs](#)
- Plinth Sub-processors [Subprocessor listings - Google Docs](#)



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Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

How long will we keep your personal information?

We retain your data only as long as necessary for service delivery or as required by law. In practice this means that your personal information may be retained for the relevant period listed below:

- Plinth CRM retains data for 2 years from the date of last collection

Please see Bristol City Councils (BCC) corporate retention schedule on the [BCC website](#)

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about how we use and share your data and your rights can be found on our [Corporate Privacy Notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall,
PO Box 3399,
Bristol, BS1 9NE

Email: data.protection@bristol.gov.uk



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If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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

Next annual review date: February 2027

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