



Walking the Journey Together

Privacy Policy
The Family Works
2024/25

Last Updated	February 2024
Approved by Trustees	29 th February 2024
Review Date	February 2026

Introduction

Our privacy policy explains what personal information we collect, why we collect it, how we use it, the control you have over your personal information and the procedures we have in place to protect your personal information. It applies to personal information we collect through The Family Works website, Customer Relationship Management tool and in person at our office location or events.

By sharing your personal information with us, and by continuing to use our websites and services, you confirm that you have read and understood the terms of this privacy policy. We take responsibility for the personal information we collect about you, and we aim to be transparent about how we handle it, and give you control over it.

If you have any questions, comments or concerns about any aspect of this privacy policy or how The Family Works handles your information, please email enquiries@thefamilyworks.co.uk

The Family Works

At the Family Works we are committed to ensuring that your personal information is protected and never misused.

Trustees of The Family Works

The Trustees are committed to being transparent about how it collects and uses personal data and to meeting its data protection obligations.

What is personal data?

Personal data relates to a living individual who can be identified or is identifiable from that data. Identification can be by the information alone or in conjunction with other information in the data controller's possession or likely to come into the data controller's possession. The processing of personal data is governed by the General Data Protection Regulations.

Who are we?

This privacy policy is provided to you by the Trustees of the Family Works. Andrea Liversidge CEO, is the data controller for your data. This data controller decides how your personal data is processed and for what purposes.

The Family Works programme works under the umbrella of a board of trustees.

At the Family Works we:

- Will only ask for or collect the personal information we need to provide and improve the services and experiences our members and visitors expect.
- Give you control over the personal information we hold about you to ensure it is accurate and reflects your preferences.
- Make sure your personal information is always secure and protected.
- Are fair and transparent about how we use the personal information we hold.
- Only ever use your personal information for the purpose that you trusted us to use it for.
- Will never sell your personal information and only share it as outlined in our privacy policy or when you ask us to.

- Respect your choices and will inform you if there are important changes that affect your personal information or how we use it.
- Take responsibility for the personal information that we hold about you.

What information do we collect?

- We collect information when you contact us by email, telephone, letter, our website, social media, or in person.
- Your name, title, address and contact details, including email address and telephone number.
- Demographic information such as gender, age, date of birth, marital status, nationality, education, work histories, employment details, academic and professional qualifications, hobbies, family composition and dependents
- Information about your next of kin, dependents and emergency contacts
- Information about your criminal record
- Information about medical or health conditions, including whether or not you have a disability for which The Family Works needs to make reasonable adjustments
- Visual images of people, depending on the reason for collecting the data.
- Bank details and gift aid declarations.

Recruitment will require sufficient information from the applicants and previous employers, and the Disclosure and Barring Service to ensure appropriate and safe recruitment. Applications to hire the building will also require collection of different information.

How we collect this information?

The Family Works may collect this information in a variety of ways including:

- Completion of consent forms.
- Completion of Family Support documents.
- Through the staff and volunteer recruitment and DBS process.
- Gift aid declarations and other donations.

How we process your personal data?

We value the personal information entrusted to us. The Family Works complies with its obligations under the General Data Protection Regulation (GDPR) by:

- Keeping personal up to date.
- Storing and destroying personal data appropriately.
- Not collecting or retaining excessive amounts of data.
- Protecting personal data from loss, misuse, unauthorised access and disclosure.
- Ensuring that appropriate technical measures are in place to protect personal data.

Why we process personal data?

- To carry out comprehensive safeguarding procedures.
- To deliver The Family Work's mission to our community in supporting children and families.
- To administer records of the families we work with.
- To fundraise and promote the interests of The Family Works.
- To recruit and manage our employees and volunteers
- To maintain our own accounts and records (including the processing of donations and gift aid applications)

- To inform you of news, events, activities and services running at The Family Works.
- To send you communications which you have requested and that may be of interest to you.
- To maintain the security of the premises.
- To respond effectively to enquiries and handle any complaints.

Some special categories of personal data, such as information about health or medical conditions, is processed to allow appropriate action to be taken in the event of a medical emergency and to carry out employment law obligations such as those in relation to employees with disabilities.

What is the legal basis for processing your personal data?

Most of our data is processed because it is necessary for our legitimate interests. An example of this is safeguarding to protect children and adults at risk.

Some processing is necessary for compliance with a legal obligation.

Other processing is necessary for the performance of a contract or entering into a contract.

Where your information is used other than in accordance with one of these legal bases, we will first obtain your consent to that use. For example, your explicit consent so that we can keep you informed about news, events and activities for The Family Works and wider parish.

Who has access to your data?

Your personal data will be treated as strictly confidential and will only be shared with other members of staff or volunteers at The Family Works in order to carry out a service connected with the project. When there is a legitimate purpose, legal obligations or consent, your data will be shared with statutory agencies. We will only share your data with third parties with your consent.

The Family Works may also share your data with third parties in the context of transfer of some or all of its business. In those circumstances the data will be subject to confidentiality arrangements.

The Family Works also shares the data of employees with third parties that process data on its behalf in connection with payroll, the provision of benefits including pensions and life assurance and the provision of occupational health services.

The Family Works will not transfer your data to countries outside the European Economic Area.

How does The Family Works protect data?

The Family Works takes the security of your data seriously. The Family Works has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its office holders, employees and volunteers in the performance of their duties.

Data will be stored in a range of different places, including:

- Secure, lockable filing cabinets in the offices.
- Electronically on staff computers or phones/mobile devices (2 step verification protection and encryption.)
- Secure Customer Relationship Management system.
- Secure banking and accounting systems.

In the unlikely event that we do suffer a security breach which compromises our protection of your personal information and we need to let you know about it, we will do so.

Data transfer

Where the Family Works engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

We collect and store limited personal information and some anonymous, aggregate statistics from all visitors to our websites and users of our apps, whether you actively provide us with that information or merely browse our websites or use our apps. The information we collect includes the internet protocol (IP) address of the device you are using, the browser software you use, your operating system, the date and time of access, the internet address of the website from which you link through to our website and information on how you use our websites or apps.

We use this information so that we can see how well our websites and apps are working, how they are used and what users look at most.

We also collect and handle information about how you engage with our promotional campaigns and advertising online, outside of our own websites (for example, on Google, YouTube and on social media). That information is, predominantly, collected through our use of cookies and similar technologies.

Cookies

We use cookies on our websites and apps. "Cookies" are small text files that websites save onto your device via your web browser. They've been around since the mid-1990's and are one of the most widely used technologies on the internet.

Some cookies that we use at The Family Works will collect personal information about you. Any personal information that is collected will be used in accordance with this privacy policy. By continuing to use our websites and apps, you accept that cookies will be set on your device.

Email Communications

As a user of our services, we may send you communications by e-mail. As long as you are happy for us to do so, we would also like to keep you posted on anything that's happening at The Family Works which we think you might like to know about.

How long does The Family Works keep personal data?

Our current Public Liability Insurance Policy requires us to keep some records for 50 years due to the possibility of a claim in future years. These include personnel records relating to any staff or volunteers that may have unsupervised contact with children or other vulnerable groups; any safeguarding records; as well as accident books and reports.

If you have any queries regarding specific data retention, please contact us at:

The Family Works,
The Campus,
Packhorse Lane,
High Green,
Sheffield S35 3HY,
South Yorkshire.

Your rights

Unless subject to an exemption under the GDPR legislation, you have the following rights as a data subject. You can:

- Request a copy of your personal data which The Family Works holds about you (known as a Subject Access Request).
- Request that The Family Works corrects any personal data if it found to be inaccurate or out of date.
- Request that your personal data is erased if it found to be inaccurate or out of date.
- Request us to limit or restrict use of your information.
- Request that the data controller transfer your personal data directly to a third-party provider of services.
- Withdraw your consent to the processing of your data at any time when The Family Works are relying on consent as the legal ground for processing.
- Request a restriction is placed on further processing where there is a dispute in relation to the accuracy or processing of your personal data.
- Object to the processing of your data unless there is a legal requirement for The Family Works to retain and use that data.
- Lodge a complaint with the Information Commissioners Office.
- Please note that these rights do not always apply and there are certain exceptions to them. We will also need to confirm identity before acting on certain requests.

If you would like to exercise these rights, please contact the Chief Executive Officer at andrea@thefamilyworks.co.uk

How can you change the way that we contact you?

If you have previously said that you would like us to contact you using a certain way but would like to change or update the way that we do so, you can update your preferences by:

- Contacting the CEO and stating that you would like to change or update the way that we contact you.

If you believe that The Family Works has not complied with your data protection rights, you can complain to the Information Commissioner, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone number 0303 123 1113.

Further processing

Where the Family Works wishes to process existing personal data for a new purpose not covered by this Data Privacy Policy, then we will provide you with a new notice explaining this new use prior to commencing processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.