



# National Centre for Family Hubs

Please adapt and check with your legal team if appropriate

## Parent/Carer Privacy Notice

For: [Name of Family Hub / Local Authority Service] and [Name of Toddler Group]

### Why we collect and share information

We (the Family Hub and the Toddler Group) collect and share limited personal information to help families access the right support at the right time. This may include engaging families with early-years activities, coordinating referrals, and making sure any concerns are acted on quickly and safely.

### What information we collect

- Parents/carers: name, contact details, preferred language/communication method
- Children: name, date of birth/age, attendance/participation
- If necessary: relevant health or additional-needs information, and any safeguarding concerns

We only collect the minimum information needed and keep it accurate and up to date.

### How we use your information

- To invite you to activities and track attendance
- To provide advice, signposting, and support

- To coordinate referrals between services (with your knowledge and, where required, your consent)
- To help keep children safe

#### Our lawful bases

- Family Hub (local authority): Public task (Children Acts 1989/2004), legal obligations, and vital interests where someone is at risk of significant harm.
- Toddler Group: Legitimate interests for running sessions and contacting families; consent for optional activities or information sharing where consent is needed.  
Where special category data (e.g., health) is needed, we rely on appropriate conditions (e.g., safeguarding, vital interests, or explicit consent).

#### Who we share with

We may share information between the Family Hub and the Toddler Group, and with other services only when necessary, such as health visitors, early help, or safeguarding partners. We do not sell your data.

#### Keeping your information safe

Your information is stored securely. We limit access to trained staff/volunteers and use secure systems (e.g., encrypted email, password-protected files).

#### How long we keep it

We keep information only as long as necessary and in line with our retention schedules:

- Family Hub: as per local authority retention policies (e.g., early help records).
- Toddler Group: according to the group's retention policy.  
Safeguarding records may be kept for longer where required by law.

#### Your rights

You can ask to: access your data, correct it if inaccurate, or (in some cases) delete it or restrict its use. These rights may be limited where we must keep information for legal/safeguarding reasons.

#### Contact us

- Family Hub Data Protection Lead: [Name, Email, Phone]
- Toddler Group Data Protection Lead: [Name, Email, Phone]
- Data Protection Officer (Local Authority): [Name/Team, Email]  
If you're unhappy with how your data is used, you can contact the Information Commissioner's Office (ICO).

## Version & Review

Version: [v1.0] • Date: [DD/MM/YYYY] • Review: [DD/MM/YYYY]