

Family Support Hub Network - Protecting and Using Your Information



Who we are:

We are the Family Support Hub (Hub). We help families find the right support services.



Why we need your information:

We need some personal details to help you get the right support. This includes your name, date of birth, contact details, and what help you need.



What we do with your information:

We keep your information private and safe. We only share it with people who need to see it, so we can help you get the right support and services.

We follow the law to make sure your information is used properly and treated with respect.



When we share without asking:

Sometimes we must share your information without asking you:

- If the law says we must (like for safety reasons).
- If a court tells us to.
- If someone is in danger.



What happens if you don't want to share:

You don't have to give your information, but without it, we may not be able to help you.

You can change your mind and take back your permission at any time.



How long we keep your information:

We keep your information only as long as needed. After that, we keep anonymous details to help improve services.



Seeing your information:

You can ask to see what information we have about you. Speak to your Hub Coordinator or write to the Hub.

Questions or complaints:

If you have questions or are unhappy, talk to your Hub Coordinator.

You can also contact the Information Commissioner's Office:

Phone: 0303 123 1113

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF



If you would like a paper copy of this document ask your Hub Co-Ordinator.