



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



Telford and Wrekin

FAMILY HUBS

WHAT WE DO WITH YOUR DATA

and why it matters!

**Telford and Wrekin Family Hubs are
part of Telford & Wrekin Council.**

The family hubs team works with
families and children aged 0 to
19 to provide advice and support
across the Borough.



Important to know:

- If we hold data (anything that could identify you) about you, we do our very best to keep it safe and private.
- We collect information about you so we know who you are and how we can help you but also to help improve Family Hub services, plan better support in your community, and promote the health and wellbeing of children, young people, and families in Telford and Wrekin.
- You can always ask to see, update, or delete your information.
- We follow the law to protect your privacy, and never share your data without your permission – unless it's to keep you safe or required by law.
- Just because we have your personal data, it doesn't mean we can do what we want with it, we have to follow some rules. Sometimes we have to ask you if we can use it, and if you say no then we can't. In some cases, the law allows us to use your data without asking, but only when it's necessary for the Council to do its job.
- We will never use your information for marketing or identify you in public communications without your consent.
- Sometimes we need to tell you more about what we're doing with your personal data. You can read more about this on our Privacy Notice.
- Sometimes in order to do our work we have to share your personal data, or other people might share it with us. We're very careful about how we do this, meaning there are even more rules. We might need to share your data with your school, doctor or family if they are helping you, or with the police or fire service.
- We only keep your personal data for as long as we need it and sometimes this might be for years. There are times we have to follow rules about how long we can keep your personal data, and we have a special page that tells you how long we keep it
- You have what we call 'rights' when we use your data. This means you have the right to access, and be informed about, the personal data we hold and share about you
- We have someone in the Council called our Data Protection Officer, and their job is to ensure rules are in place to protect your data



For further details please look at our Privacy Notice:

<https://telfordfamilyhubs.co.uk/PrivacyNotice>