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| **Types of personal information**  ***Depending upon the project your are registered with there are variations in the personal information we hold, if you wish to have a specific list of personal information held, please see “How to Contact Us” Section*** | **Why we collect it** |
| Personal details of parents including your name and date of birth, relationship to child on programme, gender.  We may ask for copies of identity documents in which case we may collect details including your place of birth and residential address. | * To enable us to register you for our services in accordance with funder requirements. * We will only ever use copies of identity documents for this purpose. * We collect and process this personal information in order to comply with our legal and contractual requirements for the provision of our services. |
| Your contact details including your name, postal, phone and email address(es) and other personal details about you including your title, employment status, marital status and date of birth. | * To contact you in order for us to manage, administer and provide our services to you. * To respond to any correspondence and service-related enquiries you send to us in respect of our services. * To discuss services for which you apply or may be interested in applying for. * To manage any applications you make for our services. * To communicate any updates to you including any changes to our services, the terms and conditions of any services which we have provided to you, any changes to this Notice and to our websites. * To contact you in order to receive your feedback on our services and to participate in related surveys. |
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| Details of your dependents (name, address and date of birth, gender. | * To enable us to provide you with services that you have requested that would involve, or have an impact on, your dependents (who may be adults or minors). Where those dependents are adults, please make sure that you have the relevant permission to provide us with their personal information. |
| Details of contact that we have had with you such as meetings with you, discussions and documentation, recommendations and referrals. | * To allow us to provide a professional service to you and to contact you with information about other services or external agency involvement.. * We collect and process this information in line with provision of our services and regulatory requirements. |
| Details of services you have received including referrals, external agency services, resources, home visits, records of attendance, accident and incident forms |
| Client experience and other feedback and information you provide to us. | * To review your feedback and experience with us so that we can improve our services for you and for others. |
| Information about complaints and incidents. |
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| All of the personal information described above. | * We may disclose your personal information to third parties where we are required to do so to comply with applicable laws and regulatory requirements including in circumstances where we are required to do so by a court Order, regulatory authority or any other third party with the lawful right to request and receive the personal information we hold about you (including law enforcement agencies and social services). * We may also use your personal information where it is necessary for us to take legal advice in order to establish our legal rights, to bring a claim against you or any related parties or to defend a claim from you or any related parties. * We collect and process this personal information for our legitimate business interests including to carry out our own internal business planning, compliance, training, audit and quality assurance purposes. |

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| **Types of special category personal data** | **Why we collect it** |
| Information about your or your dependent(s) physical or mental health or condition including GP/Dentist details, Health Visitor/other professionals, immunisations, disability or special needs information. | Certain services that you request may require this information. Specifically, in order for us to advise you on and to submit applications for healthcare services, we will need to collect information relating to your physical and mental health in order to provide accurate service delivery.  We will usually collect this information in the course of meetings with you, on specific questionnaires or in the process of completing an application form for such services. |
| Information about your sex life or sexual orientation. | Some service providers for eg;HSCB may ask for this information in the course of your application for their services. We will never ask for this information for our own purposes. |
| Information about your or your dependent(s) racial/ethnic origin or your religious affiliation where relevant. | Some service providers for eg; HSCB may ask for this information in the course of your application for their services. We will never ask for this information for our own purposes. |