

Nurturing Change Privacy Notice

1. Who we are

The Anna Freud Centre, provider of the Nurturing Change service, is the data Controller of the information collected about you and your child(ren) or the child(ren) under your care, when you use this service. If you have any questions about how we use your information you can contact us at:

- Eloise Stevens, eloise.stevens@annafreud.org.uk, Anna Freud Centre, 4-8 Rodney Street, London N1 9JH.
- Our Data Protection Officer can be contacted at DPO@annafreud.org, 020 7794 2313

2. Purpose of the processing and the lawful basis for the processing

We are working with local authorities and other organisations to support parents/carers who may want to receive the Nurturing Change service. These organisations, with your permission, provide us with some information about you, including your background, your child, your relationship with your child and any problems you may be experiencing, so we can assess the suitability of the service for you. Or you may refer yourself directly.

We will use this information in delivery of the service and may also use it to evaluate the effectiveness of the service.

Our lawful bases for use of your data, under the UK GDPR, are Legitimate Interest, Consent and Art 9(2)h Health or social care purposes.

3. How we get information

We will collect data about families in our online referral form, assessment interviews (online and paper), outcome measures (online and paper), video clips (recorded zoom meetings or camera if face to face format used) and post-intervention assessments and interviews (online and paper). All paper forms will be transferred by the team into our electronic forms. Paper forms will be destroyed securely once the information has been transferred. We will use referral forms and assessment interviews to identify risk, gather knowledge about presenting problems and any previous mental health difficulties and to identify whether VIPP is appropriate.

Outcome measures will be used to capture the level of the presenting problems, monitor any changes and to evaluate the project.

Videos will be used as part of the VIPP intervention (Video Feedback Parenting Programme).

Post-intervention assessments and interviews will be used for the evaluation of the project and feedback to improve the efficiency of the project.

4. Who we share your data with

We will inform your GP and your referrer, if there is one, that you have accessed the Nurturing Change service and we will also provide them a summary of the outcome.

We will not share your data with anyone else externally except where we are legally obliged to do so.

5. How long we retain your data

We will keep the data provided until your child's 25th birthday.

6. Your data rights

When we use your data you have certain rights and these are summarised below, but you can read more about them on the information commissioners website (<https://ico.org.uk/your-data-matters/>) or ask a member of the Nurturing Change team about them.

1. The right to be informed about what we are doing with your data, this privacy notice explains that.
2. The right of access – you may ask us for a copy of the information we hold about you. This is called a Subject Access Request (SAR).
3. The right to rectification – if any of your data we hold is inaccurate or out of date you can ask us to correct it.
4. The right to erasure – in certain circumstances you can ask us to delete your data.
5. The right to limit use of your data – in certain circumstances you can ask us to stop processing your data.
6. The right to object to use of your data – this applies in some circumstances.
7. The right to data portability – an easily transferable copy of your data, this generally refers to online services, but we can provide a copy.

You can ask any of the Nurturing Change team or contact the Data Protection Officer (DPO) if you want to discuss these rights or make a request to see your data. Contact details are at the top of this notice.

7. Complaints

If you feel we may not be handling your data appropriately, or if you have any queries or concerns about this, you can contact us, dpo@annafreud.org and if you are not satisfied or want to make a complaint about our data handling you can contact the Information Commissioner, <https://ico.org.uk/global/contact-us>.