



Flying Start Conwy Privacy Notice



This is an Easy Read document from Conwy County Borough Council

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About this document

This document is called a Privacy Notice.

The first part of this Privacy Notice will explain how Conwy County Borough Council will use the information you provide when you register for the Flying Start Programme.

It tells you that we are processing your data and explains what this means.

The second part of this Privacy Notice tells you about the data we would like to collect from you.

It also tells you about the rules we have to follow to use your data and how we keep it safe.



About this project

Flying Start is the Welsh Government early years programme delivered by local authorities in Wales. It is aimed at improving outcomes for families with children under 4 years of age in some of the most disadvantaged areas of Wales.



What will we ask you about?

Information about you is called personal data.

We will use your name, address, phone number or email address to contact you.

If you choose to be part of Conwy's Flying Start programme, we will ask you to complete a registration form with the following data:

- Name
- Address (including postcode)
- Date of Birth
- Contact Number
- Immigration Status (optional)
- Ethnicity (optional)
- Child(ren) Name
- Child(ren) Date of Birth
- Consent to share signature

Using your data

Conwy County Borough Council is the **data controller** for this programme.

This means that they decide 'how' and 'why' your personal information is used. They make sure the rules are followed.

The Welsh Government is both the **data controller** and the **data processor** for this project.

This means that they are in charge of using your personal information and keeping it safe for the Welsh Government.

Why do we want your data?

What you tell us is important to help Conwy Council.

It means we will have the correct information to help provide services to you.

We want to make sure we provide services that meet your needs.

Where did we get your contact details?

The Welsh Government, Betsi Cadwaladr (Local Health Board) and Conwy Council may already have your contact details.

This means your personal data may already be stored by us if you have engaged with other services and given it to us already.

Do you have to take part in the Flying Start Programme?

Taking part is your choice. You are allowed to change your mind whenever you want to.

If you do not want to take part, then we will remove your details.

This does mean however that you will not benefit from the services Flying Start offer.

We do not need any more personal data from you, unless we need additional consent (for example for your image if you agree to video recording or photographs).

If you tell us extra information, we will make sure people do not use it to find out who you are.

If you have a question or complaint that we cannot answer, we will send it to the person whose job it is to help. Then we will delete it from our project records.

Video recording and photography

We might take photographs or record sessions or activities. This will help us to remember events and to share successes.

We will tell you before we start recording or photographing.

We will only record activities if you and everyone else is happy and agrees.

Once everyone agrees we will ask you to sign a consent form. This will be held in our records along with your personal data..

You can tell us if you do not want to be recorded. You do not have to agree.



How safe is your personal data?

The law says that we have to keep your personal data safe. It will be kept on a secure computer.

Conwy County Borough Council will only use your information for the Flying Start Programme. We may share the information with other departments within the Council for the purposes of offering additional support if agreed.

Conwy County Borough Council has a Cyber Essentials Plus certificate which is backed by the government.

This means they have shown that their computer systems follow a set of rules to keep information safe and secure.

The Welsh Government and Betsi Cadwaladr (Local Health Board) have instructions to follow if the information security rules are broken.

Conwy County Borough Council will tell you if the rules have been broken and report it to the Information Commissioner's Office when we need to.

How will we use the information you give us?

Conwy County Borough Council will use all the information they collect to provide you with the requested service(s).

Information collected by Betsi Cadwaladr (Local Health Board) for the purposes of the Flying Start programme will also be shared with us. This is to ensure we are working together to provide accurate and relevant services to you.

How long do we keep your personal data for?

Conwy County Borough Council will keep your personal information safe for the whole project.

All of the information we have about you will be deleted by Conwy County Borough Council if consent is withdrawn.

Any personal information stored our system, will otherwise be deleted within 1 year after the programme finishes.

Conwy County Borough Council will keep your contact details if we already had them for another reason, unless consent is explicitly withdrawn.

What does the law say about using your personal data?

The law has rules about how we use and keep your personal information.

This law is called the UK General Data Protection Regulations. It is called **UK GDPR** for short.

The law says we can process and use your personal data and the things you tell us so we can do our job.

The official reason that Welsh Government use to explain this are '**public task**'.

This project is important for Conwy County Borough Council and the Welsh Government. It shows we are working towards our goals and policies.



Your rights

Rights are things that every person should have by law.

The UK GDPR law means you have the right to:

- ask to see any information we have about you
- ask us to change information about you that is wrong
- ask us to stop using your information
- ask for your information to be deleted
- complain about how we use or look after your information.

You can contact the Information Commissioner's Office to complain.

They are in charge of checking that we follow the rules.

You can send a letter to the Information Commissioner's Office using the address below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Or you can telephone: 0303 123 1113

You can find more information on their website: www.ico.gov.uk

For more information

You can ask questions, and you can ask for more information.

The person to talk to about your data is Dylan Berrie at Conwy County Borough Council

You can email: info-gov.unit@conwy.gov.uk

Or telephone: 01492 577215

You can also send a letter to Conwy Council using the address below:

Information Governance Unit
Conwy County Borough Council
PO Box 1
CONWY
LL30 9GN