

Home-Start Mid & West Suffolk

Policy: Photographic Policy

At Home-Start Mid & West Suffolk photographs are taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements.

Definitions

The term 'images' refers to photographic prints or slides, digital images, videos or moving images. Images may be distributed via print, DVD, the internet or other technologies. The term "devices" refers to any technology used to take images eg. cameras, mobile phones, Ipads or tablets.

Safeguarding

The welfare and protection of our children is paramount and consideration should always be given to whether the use of photography will place our children at risk. Images may be used to harm children, for example as a preliminary to 'grooming' or by displaying them inappropriately on the internet, particularly social networking sites.

For this reason, on registration to group, parents/carers are asked to complete a Photography Consent form indicating their agreement or objection regarding the use of images of their child or their family being taken and used to promote or celebrate the work of Home Start Mid & West Suffolk.

Consent must be sought from those with parental responsibility (this may include the Local Authority in the case of Looked After Children).

- **On no occasion should a volunteer take images of a child or family they are visiting using their own camera or device.** This would be deemed a safeguarding issue and may result in the volunteer being asked to leave the scheme. If a family would like a photo, then one can be taken using the families' own device.
- Only the designated Home-Start camera or device is to be used to take any photo within the group or on group outings. **No volunteers to take photos using their own devices at group.**
- Images taken on the Home-Start camera or device must be deemed suitable without putting the child/children or parents in any compromising positions that could cause embarrassment or distress. Staff and volunteers must ensure the photographs being taken by themselves or other parents/carers are appropriate eg children are fully dressed.

- The Group Co-Ordinator/Worker is responsible for the safe keeping of the camera or device.
- Images taken and stored on the camera or device must be downloaded to Home-Start Mid & West Suffolk's Dropbox as soon as possible and then deleted from the camera or device.
- If parents at the family group want to take photos of their own children with their own camera or device this is acceptable. If they are photographing a child or children other than their own child/children then they must seek permission from a Home Start staff member who will consult the appropriate consent form.

Publicity

On occasions photographs are taken at group events eg. garden parties or trips. This is an important part of celebrating achievement and successes and highlighting the work of Home-Start. Any child, whose parents have withheld permission, will not be photographed.

Parents will be asked to notify the organiser if they don't wish their family to be photographed and the photographer will be advised. The photographer will be wearing an orange staff badge to identify them.

Facebook and other social media

No photographs taken at Home-Start activities to be shared on social media unless the parent has signed the photography consent form. Volunteers should never post any photos of their Home -Start families on their personal Facebook or other social media page.

Date policy adopted: 8.11.2018

Signature of Chair:

Policy to be reviewed as Scheme circumstances or legislation requires

Home-Start Registration Form for Groups

Group attending:

.....

Please record children attending group only:

Child 1 name: **DOB:**.....

Child 2 name:..... **DOB:**.....

Child 3 name: **DOB:**.....

Parent or carer attending Group (full name)

.....

Relationship to child(ren).....

Parent or legal guardian full name (if different to above)

.....

Child(rens) Address:

.....

.....

Postcode:

Attending parent/carers' email address:

Mobile No:.....

(We will use your mobile number to contact you if there are any changes to group)

Alternative Emergency Contact Name:

Tel No:.....

Please tell us if any member of the family has any Health and Safety issues that we need to be aware of e.g. allergies, special dietary needs, disabled access or any other.

Family member name:.....

Issue to be aware of:

.....

.....

.....

Are you currently being home visited by a Home-Start volunteer? Yes/No

How did you hear about the group? (please circle)

Health visitor Children's Centre Social Worker

Previous Home-Start involvement Word of mouth (friend)

Other (Please state):

.....

Photography consent (please tick)

	I hereby give permission for Home-Start Mid & West Suffolk to use photographs of me and/or my child(ren) to help promote its work. I would be happy for the photographs to be used for newspaper/magazine articles, publications and leaflets, Social Media and on-line platforms. Please note that from time to time, our funders and other stakeholders may wish to use these photographs to promote their support of Home-Start Mid & West Suffolk.
	I do not consent to photos of myself or my children being taken.

Signed by parent/legal guardian.....

Name in full.....

Date.....

Please note that Home-Start Mid & West Suffolk will not release the names of any of the people shown in the photograph. If we do provide a caption to the photograph, it will be a general one.

If you change your mind and would like us to stop using the photographs for any reason, please contact Home-Start Mid & West Suffolk on 01379 678 552or email office@homestartmidsuffolk.org.uk

Family Consent Summary

Personal details held

In the course of your time with Home-Start Mid & West Suffolk we will have some of your personal details kept securely on a file and in electronic format. This information will be what you have consented to send us on our initial referral form to us, and includes:

- Your address and contact details.
- The names and date of births of your children.
- You and your partner's date of birth, gender and ethnicity.
- Details of other professional involved in your family i.e. health visitor, GP, social worker.
- The needs of your family i.e. any medical or social issues.

Through your time here with us may also collect the following (in anonymised format), which will be:

- How you are feeling about being supported by us.
- Your levels of coping on key areas of your family life.
- Other areas of coping, development or issues which are directly related to a current project or funder.
- Changes to your health and social needs.
- What your volunteer has been doing during his or her time with your family.
- A risk assessment to highlight any potential risks to us or our volunteers e.g. on-going neighbour dispute, dogs, possible parking issues etc

Be assured that we only keep what is necessary in order for us to support your family. As much as possible we limit what we keep and transfer your details into an anonymised number format.

Referrals

It may be that you require assistance from another outside organisation, such as the local food bank, taxi service etc. We will ask your permission before giving them your personal details. We will check that this organisation is compliant with the new data protection procedures before passing your information on.

Our funders' requirements

We are a small self-funded local charity and rely solely on donations from grant providers. In turn for their funding they ask us to provide them with data to prove that we are doing what we said we would do. At **no time** are your personal details shared. All information given is in data format for example, we may say that we have supported, 70% of families who suffer with mental ill-health, 60% who feel isolated etc. On occasion, to show our work, we provide an anonymised case study of a family. No names or identifiable information is given, but this is an important way to show what a difference our support can make.

Within Home-Start Mid & West Suffolk

To ensure that we support your family to the best of our ability, your co-ordinator and volunteer will hold regular meetings to discuss our role within your family. To ensure that we are doing all we can to help you, your co-ordinator is supervised every three months and your situation and support will be discussed. At no time is your information shared with anyone else.

Social Care

If your family is involved with Social Care then we must share information with them and the other professionals involved. Please see your "**welcome sheet**" for more details.

Destruction of personal data

Any emails or information that you provide to us will be destroyed as soon as we have used them. Personal details that we keep will be securely destroyed 12 months after your time with us has ended. This increases to 10 years IF there have been formal concerns about the safety of you or your children.

What you can request and what you can expect

- With identification and 30 days notice, you can request access to your information. This does not include any documents that we have not written. You will not be charged for this.
- That we make any changes to your personal information immediately.
- Object to us sending you anything that you have not requested.
- Request that we delete any information that we hold on you if there is no compelling reason why we have it, or the reason we collected it no longer exists.
- We are required to request renewal of your consent to keep your details every 24 months

There are many other rights now related to your personal data (please see www.ico.org.uk/for-the-public). Home-Start Mid & West Suffolk has always been very protective of privacy i.e. we have never passed details to third parties without consent nor have we used automated mail shots, and we do not intend to start now!

If you are not satisfied

Please do tell us if you are not satisfied with the way we have processed your personal data. We will aim to resolve any query or issue you have as soon as possible. If you are still not happy, or wish to raise a further query or complaint you can contact the Information Commissioners Office at <https://ico.org.uk/concerns> or phone them on 030 123 1113. If you would like to discuss this form in more detail, please do call the office and ask to speak with Angela Dennis, Business Manager

PLEASE TICK BOXES THAT YOU CONSENT TO:

I confirm that I have read and understand the contents of this privacy notice relating to my personal data as held and processed by Home-Start Mid & West Suffolk.	
I consent to my family’s personal details being held in line with this document and understand that only relevant and in-date information should be held.	
I consent to my anonymised data being collected and used to meet the requirements set out by the funders who enable me to receive Home-Start Mid & West Suffolk support.	
I understand that I can withdraw my consent at any time.	

PRIVACY NOTICE and CONSENT STATEMENT

In the course of the scheme and Home-Start UK (“we”/“us”) providing support and friendship to your family and monitoring and evaluating your needs, we collect and hold certain personal information about you. We will only do so with your explicit consent and in accordance with all applicable data protection legislation, including the General Data Protection Regulation.

Information collected

The personal information collected by us will be limited to that which is essential to allow us to provide the support you require and deserve. This will include:

- Names, genders, addresses, telephone numbers and e-mail addresses.
- Employment, immigration statuses, disabilities (such as physical or learning disabilities) and racial/ethnic origins.
- Data concerning health and sex life (such as substance abuse, domestic abuse, mental health, depression and pregnancy).
- Details of any ancillary support services/agencies being used by the family (such as family GP, health advisors, social workers, mother & baby clinics, children’s centres, CAMHS, CPN/mental health, debt counselling, legal support, employment, housing support, education and dentistry).
- In the case of children, additional information as to whether the child is subject to assessment needs (such as TAF/JAF/CAF/UNOCINI) or a child care/protection plan, or is a child in need.

We may also collect information from any individual/agency that has referred your family to us.

How we will use your personal information and who it will be shared with

Internal

Our volunteers discuss your support with the appropriate organiser/co-ordinators, who in turn discuss your support with their line managers. Discussions take place in a confidential setting, for the purposes of supervision and to ensure the best possible support to your family. Volunteers meeting together for peer support do not share information that may identify, or breach the confidentiality of your family.

All information provided to our board of trustees for the purpose of assessing the level of referrals, local trends or case studies shall be anonymised.

External

We will, on an anonymised basis, use your personal information to demonstrate the impact of our services. Any case study information shared will always be on an anonymised basis unless we have further explicit consent from you.

We will inform funders and your health visitor (and other agencies involved with your family) that you have sought support from us (including the nature and level of such support) and provide them with statistical and general information. In the event your family has been referred to us, we shall share the same information with your referrer (this will include any changes to the support and informing the referrer when the support comes to an end).

We may share your personal information with Home-Start UK for the specific purposes of statistical analysis and the promotion of our work nationally as well as any reporting requirements for funders who support the network on a national level. This will be on a pseudo-anonymised basis (meaning that we will take steps to limit the ability to for your

personal information to be identified. This will normally include the anonymization of names and full addresses).

We may share your personal information with our external auditors for quality auditing purposes but only in the presence of your organiser/co-ordinator and only after the auditors have providing us with all necessary written undertakings to preserve the security and confidentiality of your information.

We will share personal information with law enforcement or other authorities if required by applicable law (including, in line with our Safeguarding and Promoting the Welfare of Children/Safeguarding Adults at risks policies, where there are concerns about the safety or wellbeing of a child or adult at risk and it is considered necessary for their welfare and protection).

We will not share your personal information with any other third party without first obtaining your explicit consent.

How long your personal information will be kept

We will keep your personal information after we have finished providing our support to respond to any questions, complaints or claims made by you or on your behalf, to show that we treated you fairly and/or to keep records required by law. We will not keep the information for longer than necessary. We keep different types of information for different lengths of time (further details can be found in our Information Governance Policy which is available on request).

Keeping your personal information secure

We have appropriate security measures in place to prevent your information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Your Rights

You have a number of important rights which you may exercise in relation to your personal information free of charge. In summary, those include rights to:

- access your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to the processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information; and

- otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of these rights, including the circumstances in which they apply, visit the Information Commissioner's Office ("ICO") website at <https://ico.org.uk/for-the-public/>.

If you would like to exercise any of the rights, please email, call or write to us using the details in 'How to contact us' below, let us have enough information to identify you, let us have proof of your identity and address, and let us know the information to which your request relates.

How to complain

Please report any complaint to the details set out in 'How to contact us' below. We hope we can resolve any query or concern you raise about our use of your information. You also have the right to lodge a complaint with the ICO who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information we hold about you as detailed below:

Home-Start Mid & West Suffolk
The Principal's House
Kerrison
Thorndon
Eye
Suffolk IP23 7JG
Email: office@homestartmidsuffolk.org.uk
Telephone: 01379 678552

By signing this form you confirm you have read and understood the contents of this Privacy Notice and Consent Statement and consent to us processing your personal information in accordance with this Privacy Notice. You may withdraw your consent at any time by using the contact details set out in 'How to contact us' above.

Parent/legal guardian signature: Date:

**Carer attending group (if different to above) signature:
Date:**