

## Privacy Notice for Children

### Who we are:

Family Futures CIC is a not for profit, independent Adoption in London. We are registered with Ofsted. This means that official inspectors regularly check that Family Futures is working properly. We specialise in providing help and support for children who have had a difficult start in life. Sometimes these children display challenging behavior and can have difficulty in communicating their thoughts and feelings. We provide a safe place where children can talk, and we help them share their feelings in a more comfortable way. We also match children with people who want to adopt a child or children as well as providing support to adoptive parents, special guardians or foster carers

As a social CIC there are certain rules we must follow, which include requiring us to apply any extra money we make during the year into improving services and supporting our staff.

Most of our services are provided under contracts with local authorities and the Adoption Support Fund.



### How we use your information:

The purpose of this privacy notice is to tell you how Family Futures collects and processes information about you also known as Personal Data. How we manage your Personal Data is governed by laws called the General Data Protection Regulation (GDPR), the Data Use Access Act 2025 (DUAA) and the Data Protection Act. This means that we can only keep records that are relevant to our work with you. These records must be accurate, up to date, secure and kept for a certain amount of time only.

### What information we collect about you

The types of information we collect, process, hold and share about you includes:

- personal information (such as name, date of birth and address)
- characteristics (such as gender, ethnicity and disability)
- information relating to your early childhood
- the local authority who is working with your family or the local authority you live in



- details and notes about treatment including notes and reports about you
- information from people who care for you and know you well, such as health professionals and relatives.

It may also include more sensitive information (defined in the GDPR as 'Special Category' Data) such as details relating to your race, your religion or beliefs, and whether you have a disability, allergies or health conditions. It is important for us to have a complete picture, as this information helps staff to deliver the right treatment to meet your needs.

### **Why we collect and use this information**

We use this information in a number of ways:

- to help us decide how best we can help you,
- to record how we have worked with you and other services who may be involved in your case, and
- to assess how successful we have been in helping you.

Sometimes we use the information to help us improve our services. When we do, only non-identifiable information will be used. This means that information that can identify you, such as your name, date of birth, address etc. will be removed so no one will be able to know it is about you.

If you have any questions about how we are collecting and using your data, please ask our staff or contact our Data Protection Lead, details of which are set out at the end of this privacy notice.

### **The legal basis for collecting information about you**

We collect and process information about children and families to whom we provide services. By law we need to have a lawful reason for processing your personal data.

We process your data because:

- You have given your permission for us to process it;
- We are required to do so in order to fulfil a contract that we have with you or your parents or carers;
- We have a legal obligation to do so – generally under the Care Standards Act 2000;
- It is necessary to protect you or another person who might be at risk;
- We are required to do so in our performance of a task carried out in the public interest or in the exercise of official authority;



We process your special category data because

- It is necessary due to social protection law (generally this would be in safeguarding instances);
- It is necessary for us to provide and manage social care services;
- It is necessary for us to provide our treatment service
- It is necessary when involved in a legal matter or where courts are acting in their judicial capacity;
- We are required to provide data to our regulator, Ofsted, as part of our legal obligations
- We are required to provide data to the CVAA the Consortium of Voluntary Adoption Agencies. The CVAA's aim is to improve excellence in the adoption system.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

In some cases, defined by the Data (Use and Access) Act 2025, we may rely on Recognised Legitimate Interests as a lawful basis (for example, safeguarding vulnerable individuals, emergency response, security and crime prevention).

Please note some special category data is anonymised e.g. when providing statistical data to Ofsted. This means that we remove your name and anything that identifies who you are.

### **How it is collected**

Information is collected in a number of ways including face to face, via phone, email, our website, post and via forms.

### **How it is stored**

There are strict rules we have to follow to ensure your Personal Data is kept safe and secure.

Information is kept in secure electronic and paper records on our computers and accessed by staff through desktops, laptop and other mobile devices. Paper records are kept securely and locked away when not in use. Such access is strictly restricted to staff provided with the equipment, passwords and other security devices we use to ensure that only those people who need to see your Personal Data in order to process it correctly can do so.



## **How long we store the information we collect about you**

When the work with you and your family comes to an end, the file will be closed. Some records, such as those relating to fostering and adoption we have to keep by law for a certain length of time. As an adoption agency, we must keep information in relation to a person's adoption for at least 100 years from the official date of the adoption. This includes those cases where children and families have attended Family Futures for assessments and treatment.

## **Who we share this information with**

Third parties are organisations we have a legal duty to share your data with. These include:

- Parts of the health and care system we might work with such as local hospitals, the GP, social workers and other health and care professionals;
- The Local Authority to check that FF's work is proceeding as it should
- Organisations we have a legal obligation to share information with i.e. for safeguarding
- The police or other law enforcement agencies if we have to by law or court order.
- Ofsted inspectors who might look at your record to check that FF is working properly and keeping clear and accurate records

## **Why we share this information**

We will seek permission from you before sharing your record with other services that work with you. We will always respect your wishes if you do not consent to us sharing information except:

- where sharing information with another agency is part of the contract for the service. We will tell you whenever this applies.
- where FF is delivering the service on behalf of another organisation; again we will explain to you what this means at the outset.
- where we believe you are at risk where someone else may be at risk if we are legally required to share the information, for example following a court order.

## **Your rights - How do I go about seeing my information?**

You are allowed to see your records and get copies of them at any time by asking our Data Protection Lead. We will always have to make sure it is really you who is asking, so the 30-daytime limit for replying only starts after we have confirmed your identity.

If we need more information to understand your request, or to check who is making it, we may pause the 30-daytime limit until you reply.



When we look for your information, we will carry out a search that is *reasonable and proportionate*. This means we will check all the places where your information is likely to be, without searching places where it would not normally be kept.

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

- You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
- You have the right to ask us to correct any data we have which you believe to be inaccurate. You can also request that we restrict all processing of your data while we consider your request to have it corrected;
- You have the right to request that we erase any of your Personal Data which is no longer necessary for the purpose we originally collected it for. You may also request that we restrict processing if we no longer require your Personal Data for the purpose we originally collected it for, but you do not wish for it to be erased.
- You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
- If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or birth certificate. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

To make a request for your personal information contact [ingrid@familyfutures.co.uk](mailto:ingrid@familyfutures.co.uk) or if by post:

Data Protection Lead,  
Family Futures CIC,  
440a Hornsey Road,  
London  
N19 4EB

## **Complaints**

If you are worried about how we use your personal information, you can tell us at any time.

If you want to make a formal complaint, you can fill in our Data Protection Complaints Form you can contact our Data Protection Lead (DPL):



Email: [Ingrid@familyfutures.co.uk](mailto:Ingrid@familyfutures.co.uk)

Post: Family Futures CIC, 440A Hornsey Road, London N19 4EB

When we receive your complaint, we will let you know within 30 days. We will look into what happened, explain what we found, and tell you what we are doing about it. We also keep a record of all complaints and how they are resolved.

If you are dissatisfied with our response, you may raise your concerns with the Information Commissioner's Office (ICO), the UK's independent authority for data protection matters. Further information on making a complaint can be found at: <https://ico.org.uk/make-a-complaint/>

### **Can any part of the file be withheld from me?**

Sometimes Family Futures receives information from someone (e.g. a Doctor) that is written in confidence. When this happens, we have to obtain the agreement of the person providing the information before sharing it with you. Also, we might withhold some of the information because it could seriously harm you to see it. References to other people might also be withheld.

### **What can I do if I am not satisfied with the process, or with what is in my file?**

If you do not see your file within 30 days of asking to do so or have any other complaints about the contents of your file you can take it up through Family Futures' Complaints Procedure. You can also complain to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

### **Contact:**

If you would like to discuss anything in this privacy notice, please contact Ingrid Resnitschek, Data Protection Lead, [ingrid@familyfutures.co.uk](mailto:ingrid@familyfutures.co.uk).

