

PRIVACY NOTICE

Family Support Service

For children, young people, parents and carers

Updated September 2026

Take Part Wellbeing CIC provides commissioned Family Support services to schools and families. This notice explains how we use personal information when a school refers a family to us, when a parent or carer contacts us directly, and while we provide family support, Early Help and related safeguarding support.

1. Who we are

Take Part Wellbeing CIC is responsible for handling personal information in accordance with data protection law when we decide why and how information is used. In some commissioned activities, a school may ask us to process information on its documented instructions. Our written commissioning and data processing arrangements should make those roles clear.

Contact: Louise Coker, Chief Executive Officer | louise@wearetakepart.com | 07769 312 091

2. Who this notice applies to

- children and young people referred to or supported by our Family Support Service;
- parents, carers and other household or family members whose information is relevant to the support;
- school staff and other professionals involved with the child or family; and
- people who contact Take Part about a referral, safeguarding concern or family-support matter.

3. Information we may collect and use

- names, dates of birth, addresses, telephone numbers, email addresses and emergency contacts;
- family and household circumstances, relationships, caring arrangements and relevant social history;
- school, attendance, behaviour, learning, SEND and educational information where relevant to the referral or support plan;
- health, disability, neurodiversity, mental-health or wellbeing information where relevant;
- safeguarding concerns, Early Help information, risk assessments, plans, chronology and professional involvement;
- information about support requested, sessions, home or school visits, actions, outcomes and communications;
- equality-related information where it is relevant and lawful to use it; and
- other information a family, school or professional provides where it is necessary for the support or to keep someone safe.

We aim to collect only information that is adequate, relevant and necessary for the particular purpose.

4. Where we get information from

- the child or young person;

- parents, carers and family members;
- the commissioning or referring school;
- local authority services, health professionals, police, social care and other agencies where lawful and relevant;
- other professionals already supporting the child or family; and
- our own records of contacts, sessions, assessments and agreed actions.

5. Why we use personal information and our lawful bases

We must have a lawful basis for each use of personal information. The basis depends on the purpose and the circumstances. For Family Support work, this may include:

Purpose	Typical Article 6 basis	Examples
Delivering family support and managing referrals	Legitimate interests; sometimes legal obligation or consent where appropriate	Triage, contact, sessions, plans, reviews, liaison and service administration
Safeguarding and protecting welfare	Legal obligation, vital interests and/or legitimate interests depending on the circumstances	Recording and sharing safeguarding concerns; responding to immediate risk
Optional activities or uses that are genuinely a choice	Consent	Optional communications or information uses where consent is the appropriate basis

The school that commissions or refers to Take Part is responsible for identifying its own lawful basis for sharing information with us. We do not rely on consent for safeguarding information where consent is not required or where seeking it could place a child or another person at risk.

6. Special category and highly sensitive information

Some Family Support records may include special category information, for example health, disability, racial or ethnic origin, religion or sexual orientation. Where we use this information we need both an Article 6 lawful basis and an additional Article 9 condition. Depending on the circumstances, the relevant condition may include substantial public interest for safeguarding children or individuals at risk under Schedule 1 of the Data Protection Act 2018, or explicit consent where that is genuinely appropriate.

We may also receive information about alleged or actual criminal offences. Such information is handled only where lawful, necessary and appropriately protected.

7. Safeguarding and information sharing

Family Support may involve circumstances where information needs to be shared to protect a child or another person. Data protection law does not prevent appropriate safeguarding information sharing. We share only what is necessary and relevant, with people or organisations who need the information, and we record significant decisions and reasons.

Our practice is informed by current safeguarding requirements and guidance in England, including Keeping Children Safe in Education 2026, Working Together to Safeguard Children 2026, and the statutory Information Sharing guidance in force from September 2026.

8. Who we may share information with

- the commissioning/referring school and its Designated Safeguarding Lead where appropriate;
- local authority children's services, Early Help / family help services and safeguarding partners;
- health professionals, police and other statutory agencies where necessary and lawful;
- other professionals directly involved in supporting the child or family;
- our staff, associates and approved service providers who need access to perform their role and are subject to appropriate confidentiality and data-protection requirements; and
- regulators, insurers, legal advisers or other bodies where required by law or necessary to establish, exercise or defend legal rights.

We do not sell personal information.

9. Working with schools: data processing and data sharing

For commissioned school services, the school and Take Part should have written arrangements that explain what information is shared, why it is shared, each party's role, security expectations, retention and deletion, incident handling, and what happens when the service ends. Depending on the activity, this may be a Data Processing Agreement, a Data Sharing Agreement, or both.

10. Security, records and retention

We use appropriate organisational and technical measures to protect personal information against accidental loss, unauthorised access, alteration or disclosure. Access is limited to people who need the information for their role. Records are retained only for as long as necessary for the purpose, legal and safeguarding requirements, contractual requirements and our retention schedule, after which they are securely deleted or destroyed.

11. International transfers and online systems

Where a service provider stores or accesses information outside the UK, we will only use it where lawful transfer safeguards and appropriate security arrangements are in place. We keep our use of cloud and communication systems under review and expect providers handling personal information for us to meet appropriate data-protection and confidentiality standards.

12. Your information rights

Depending on the circumstances and lawful basis, you may have rights to access personal information, correct inaccurate information, ask for erasure or restriction, object to certain processing, and receive certain information in a portable format. Rights can be limited where an exemption applies, including where disclosure would adversely affect the rights of another person or where safeguarding or other legal considerations apply.

Children have data-protection rights in their own right. We take account of a child's age, understanding and circumstances when responding to requests involving their information.

13. Complaints and concerns

If you have a concern about how we use personal information, please contact us first so that we can investigate and respond. From June 2026, data-protection law includes specific duties for controllers to have a process for handling data-protection complaints.

Take Part contact: louise@wearetakepart.com | 07769 312 091

You can also complain to the Information Commissioner's Office (ICO): ico.org.uk/make-a-complaint/

14. Relevant legislation and statutory guidance

- [UK General Data Protection Regulation \(UK GDPR\)](#)
- [Data Protection Act 2018](#)
- [Data \(Use and Access\) Act 2025](#)
- [Keeping Children Safe in Education 2026](#)
- [Working Together to Safeguard Children 2026](#)
- [Information sharing to safeguard children and young people \(statutory guidance, September 2026\)](#)

15. Related Take Part documents

The following documents should be read alongside this notice where relevant. If these documents are published online, the live web links should be added to this notice and to commissioning paperwork:

- Data Protection and Privacy Policy;
- Data Retention Schedule / Records Management Schedule;
- Safeguarding and Child Protection Policy;
- Data Breach / Information Security Procedure;
- Complaints Procedure;
- Data Processing Agreement / Data Sharing Agreement used with commissioning schools; and
- the commissioning school's own privacy notice and safeguarding policy.

16. Review

This notice will be reviewed at least annually and sooner if our services, systems, legal requirements or statutory guidance materially change.

Document owner: Chief Executive Officer, Take Part Wellbeing CIC

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