



Vale Family Information Service Privacy Notice

Vale of Glamorgan Council (“a data controller”) is committed to protecting the privacy and security of your personal information.

Our core obligations under the general data protection regulation (GDPR) and commitments are set out in the [Council’s Privacy Notice](#).

This notice provides additional privacy information for:

Individuals contacting the Vale Family Information Service, seeking information about childcare providers, family activities/support services/health & wellbeing/education in their local area.

It describes how we collect, use and share personal information about you:

- Before, during and after your relationship with us ends and
- The types of personal information we need to process, including information the law describes as ‘special’ because of its sensitivity.
- To provide a comprehensive service including guidance to individuals (parents/carers/ professionals) about childcare and early years services in the local area.

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we use your personal information.

When deciding what personal information to collect, use and hold, we are committed to making sure that we will:

- Only collect, hold and use personal information where it is necessary and fair to do so.
- Keep your personal information secure and safe.
- Securely dispose of any personal information when it is no longer needed.
- Be open with you about how we use your information and who we share it with; and
- Adopt and maintain best practice high standards in handling any personal information.

This privacy policy explains how we use any personal information we collect about you when you use our service.

1. What information do we collect about you?

We collect information about you when you contact our service for information on services and activities. The information about you may include your name, e-mail address, postal address, and telephone or mobile number.

We will use your information to provide the information required, maintain accurate records, and, if you agree, to send you marketing information about events or services.

We also collect information when you voluntarily complete customer surveys or provide feedback.

2. Ways we collect your information

Face to face:

We may keep a record of your visit to us to assist us in the delivery and improvement of the services that we provide to you and to others. Any such records that include personal information will be kept securely.

Telephone calls:

If you telephone us we may keep your details in order to answer your enquiry. We will inform you if we keep any information.

Emails:

If you email us we may keep your email address as a record that you have made contact and in order to answer your enquiry. We will only include personal information in emails in order for us to provide you with an information service. We would also recommend that you keep the amount of personal or confidential information you send to us via email to a minimum unless we require the information to provide you with a service.

Online:

Enquiry Form

If you complete our online enquiry form, we may keep your name, e-mail address, postal address, and telephone or mobile number, as a record that you have made contact and to answer your enquiry.

Social Media

If you contact us via social media, we will keep your details until we have processed your enquiry. We will then delete them from social media.

Feedback Form

If you complete our feedback form and ask for further information, we may keep your name, e-mail address and telephone or mobile number, as a record that you have made contact and to answer your enquiry.

Cookies

Website usage information is collected using cookies. Details about how we use cookies can be found on our website at the following link:

https://www.valeofglamorgan.gov.uk/en/our_council/disclaimers.aspx

Other websites

On our website you will find links to other external websites, which we have provided for your information and convenience. This privacy notice applies solely to Vale Family Information Service. We are not responsible for the content of those sites. When you visit other websites, we recommend that you take time to read their privacy notices.

3. How will we use the information about you?

The information we collect about you is necessary for the performance of the contract between us.

It is used:

- for the purpose for which you provided the information, i.e. to provide you with information on services and activities for families.
- to enable us to communicate with you to answer enquiries and to circulate information.
- to monitor our performance in providing services to you.
- to gather statistical information to allow us to plan future development of the service.
- to obtain your opinion about our service if you give consent for us to contact you.
- to send you information about events or services if you have requested this.

4. Keeping your personal data safe

Your personal information is processed in accordance with Vale of Glamorgan Council's Privacy Notice. It is kept securely on Dewis Cymru, a shared Family Information Service and well-being database which stores enquirer's details. This is a partnership between 21 Welsh Family Information Services. Our services work together to share costs and offer enhanced services to customers. Your data will only be used for the purposes of providing you with information to do with family services and activities and is used in a way that protects your privacy.

If you have given consent for Data Cymru to send you a customer satisfaction survey, any personal information that you provide with your feedback will also be kept securely on Dewis Cymru.

Your data is also accessible to Data Cymru which is responsible for the development and maintenance of Dewis. Data Cymru have committed to handling data in accordance with the principles in the General Data Protection Regulation (GDPR) 2018 and will only do so to the extent that is required to maintain the system.

If you provide us with feedback via our 'Your Views Matter' survey and require further information, your personal information will be stored securely on our Family Information Service Team Sharepoint. Your data will only be used for the purposes

of providing you with information to do with family services and activities and is used in a way that protects your privacy.

The information you provide may also be used for statistical purposes. Where this is the case the relevant data will be anonymised first to remove any identifying features.

Disclosing information to outside parties

We will not disclose your information to any other 3rd party, except where required by law, as described in the [Council's Privacy Notice](#).

We will not share your information for marketing purposes with companies outside Vale Family Service. Your information will not be transferred or shared with any organisation outside of the European Economic Area (EEA).

If you consent to us collecting and sharing information about your ethnic background, your religious beliefs, or any disability that you may have we will only do so in order to meet our duties under the Equality Act 2010 and to ensure that the service that we provide to you is suitable for your needs.

5. How long we will hold your information

The retention schedule below contains information about how long we keep different types of information.

Records	Retention Period	Trigger Point for Retention	Action Following Retention Period	Authority guiding record creation & retention
Dewis Family Information service online database – details of Vale of Glamorgan organisations and services	6 months rolling programme	6 month review date	Continue to publish or delete	Dewis Family Information Service Partnership with Data Cymru
Dewis Family Information service online database – details of enquirers	18 months and then enquiries anonymised	18 month rolling programme	Anonymisation of enquiries	Dewis Family Information Service Partnership with Data Cymru
Dewis Family Information service online database – details of	6 months and then feedback is anonymised	6 months	Anonymisation of feedback	Dewis Family Information Service Partnership with Data Cymru

those completing the customer satisfaction survey				
Family Information Service Your Views Matter survey – Details of those completing the survey	18 months and then feedback is anonymised	18 months	Anonymisation of feedback	Family Information Service, Vale of Glamorgan Council

6. How to access the information we hold about you

You have the right to request a copy of your personal information that we hold about you. If you would like to do so, please contact Vale of Glamorgan Council's Data Protection Officer by email or by post giving us as much detail as possible about the information you require.

The Data Protection Officer
Vale of Glamorgan Council
Civic Offices
Holton Road
Barry
Vale of Glamorgan
CF63 4RU

01446 700111
dpo@valeofglamorgan.gov.uk

You are able to contact us to request to delete the information we hold about you. Please contact:

Vale Family Information Service

fis@valeofglamorgan.gov.uk
www.valeofglamorgan.gov.uk

To exercise any of your rights under the Data Protection legislation

For further details please read the [Vale of Glamorgan Council's Privacy Notice](#) and to exercise your rights please contact:

The Data Protection Officer
Vale of Glamorgan Council
Civic Offices
Holton Road
Barry
Vale of Glamorgan
CF63 4RU

01446 700111
dpo@valeofglamorgan.gov.uk

For independent advice about data protection, privacy, data sharing issues, or to make a complaint, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
2nd floor
Churchill House
Churchill way
Cardiff
CF10 2HH

029 2067 8400
wales@ico.org.uk
ico.org.uk

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