



Privacy and Data Protection Notice

Introduction

Bright Family Pathways Ltd is committed to protecting the privacy and personal information of children, families, and professionals who engage with our services. This Privacy and Data Protection Notice explains how we collect, use, store, and share personal data, and outlines your rights in relation to that information.

We manage personal data responsibly, lawfully, and in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and relevant professional standards.

Who We Are

Bright Family Pathways Ltd is an independent Social Work service providing assessment work, supervised contact, and child-focused direct work.

Data Controller: Bright Family Pathways Ltd

Contact email: infor@brightfamilypathways.co.uk and referral@brightfamilypathways.co.uk

What Information We Collect

The personal information we may collect includes:

- Names, dates of birth, and contact details
- Information about children, parents, carers, and family members
- Referral information and background details
- Information relating to assessments, supervised contact, or direct work
- Correspondence and communication records
- Professional observations and records created as part of our services

We seek to collect only the information that is necessary and proportionate for the services being provided.

How We Use Personal Information

Personal data is used for the purposes of:

- Considering and processing referrals



- Delivering social work services, including supervised contact and assessments
- Safeguarding and promoting the welfare of children
- Recording professional observations and outcomes
- Supporting planning and decision-making processes
- Communicating appropriately with involved parties

Information is not used for marketing purposes.

Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Consent, where appropriate
- Compliance with legal obligations
- Performance of a task carried out in the public interest
- Safeguarding purposes
- Legitimate professional interests, where appropriate and proportionate

Where consent is relied upon, this will be made clear at the point of collection.

Information Sharing

We treat all personal information as confidential. Information is shared only where necessary and appropriate, for example:

- To safeguard a child or others at risk
- To meet legal or statutory obligations
- To support assessment, planning, or professional decision-making
- Where consent has been provided

Information is not shared unnecessarily or with unauthorised parties.

Data Storage and Security

Personal information is stored securely and protected against unauthorised access, loss, misuse, or disclosure. Appropriate technical and organisational measures are in place to ensure data security.



Access to personal data is restricted to those who need it for professional purposes.

Data Retention

Information is retained only for as long as necessary, in line with professional requirements, legal obligations, and safeguarding considerations. When information is no longer required, it is securely disposed of.

Your Rights

Under data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete information
- Request erasure of personal data, where applicable
- Object to or request restriction of processing
- Withdraw consent, where consent is the lawful basis

Requests will be considered in line with legal and safeguarding obligations.

Children's Information

We take particular care when handling information relating to children. All processing of children's information is undertaken with the child's welfare as the primary consideration.

Concerns or Complaints

If you have any questions about how your information is handled, or wish to exercise your data protection rights, please contact:

Email: info@brightfamilypathways.co.uk

If you remain concerned, you have the right to raise a complaint with the Information Commissioner's Office (ICO).

Review of This Notice



This Privacy and Data Protection Notice may be updated from time to time to reflect changes in legislation or practice. The most current version will always be available on our website.

Bright Family Pathways Ltd