



Willow Family Care Ltd

Children's Privacy Notice

Version 1.0

Last Updated: July 2026

Your Information Matters

At Willow Family Care, we know that information about you is personal.

We promise to look after it carefully and only use it when we have a good reason to.

This notice explains:

- what information we keep about you;
- why we keep it;
- who we may share it with;
- your rights.

If anything in this notice doesn't make sense, you can ask a member of staff to explain it to you.

Who are we?

We are Willow Family Care Ltd.

We provide residential care for children and young people.

Our job is to help keep you safe, healthy and supported while you live with us.

What information do we keep?

We may keep information such as:

- your name;
- your birthday;
- your photograph;
- your care plan;
- your health information;
- your education information;
- information about your family;
- your likes and dislikes;
- your achievements;
- important events in your life;
- risk assessments;
- records of incidents;
- information from your social worker.

Some of this information is very private.

We treat it with great care.

Why do we keep it?

We keep information because it helps us:

- keep you safe;
- look after your health;
- support you at school;
- understand what is important to you;
- make sure you get the right help;
- meet our legal responsibilities.

We only collect information that we need.

Who might see your information?

Sometimes we need to share information with people who help care for you.

This might include:

- your Social Worker;
- your Local Authority;

- your school or college;
- your doctor;
- your nurse;
- CAMHS;
- Ofsted;
- the Police (where necessary);
- other professionals involved in your care.

We will only share information when there is a good reason to do so.

Will everyone know my information?

No.

Only people who genuinely need to know your information will be able to see it.

Our staff receive training on confidentiality and keeping information safe.

Can I see my information?

Usually, yes.

You can ask to see information we hold about you.

Sometimes there are legal reasons why we may not be able to show you everything, particularly if it could put someone at risk or includes information about another person.

If that happens, we will explain why.

Can I ask for something to be changed?

Yes.

If you think something we have written about you is wrong, tell us.

We will look into it.

If we agree it is incorrect, we will correct it.

If we think the record is accurate, we will explain why, and in some cases your comments can be added to the record so your views are also recorded.

How do you keep my information safe?

We use secure computer systems.

Some records are stored securely on paper.

Only authorised people can access them.

We use passwords, secure systems and other security measures to protect your information.

How long do you keep my information?

The law says we must keep some information for many years after you leave our care.

This helps if you need your records in the future.

When we no longer need information, we destroy it securely.

CCTV

Some parts of our home have CCTV cameras to help keep everyone safe.

There are **no CCTV cameras in bedrooms, bathrooms or toilets**.

Signs will tell you where CCTV is being used.

Your Rights

You have the right to:

- know how we use your information;
- ask questions;
- ask to see your information;
- ask us to correct information that is wrong;
- tell us if you have concerns.

If you need help understanding your rights, a member of staff, your advocate or your social worker can support you.

If you are worried

If you think we haven't looked after your information properly, you can tell:

- your Key Worker;
- the Registered Manager;
- your Social Worker;
- your Advocate;
- our Data Protection Lead.

We will always take your concerns seriously.

Contact Us

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Worthing

West Sussex

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Email:

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Data Protection Lead

Jamie Harrocks