



## Privacy Notice – Easy Read

### Your Privacy – Easy Read

This is an Easy Read version of our Privacy Notice.

It tells you what we do with your personal information.

If you don't understand something, please ask a member of staff to help you.

### Who We Are

We are Partnerships for Progress (known as PFP).

We run a Residential Family Centre in Wales.

We help families and children in our Centre, the community and in their own homes.

We follow the law about how we use personal information.

### Our Contact Details

You can speak to us or email us if you have any questions.

Website: [www.pfp.org.uk](http://www.pfp.org.uk)

Email: [service@pfp.org.uk](mailto:service@pfp.org.uk)

### What Information We Collect

We may collect your:

- Name, address, and contact details
- Date of birth
- Information about your health
- Family details and assessments

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- Photos, video or sound recordings (like CCTV)
- Personal Information including:
  - What you tell us in surveys or meetings
  - What we see or hear when with or watching you
- Details of people who work with us

### Why We Use This Information

We use your information to:

- Look after you and your family
- Keep you safe
- Write reports and updates
- Talk to other professionals if needed
- Run our centre and services properly
- Help improve what we do and how we explain it to others
- Keep records, do training and improve our service

### How We Keep Your Information Safe

Your information is stored safely on our systems.

Only staff who need to can see your information.

### When We Share Information

Sometimes we share your information with:

- Social workers and local authorities
- Courts or legal teams
- Health staff (like GPs or health visitors)
- Police or safeguarding teams (if we have to)

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- Others involved in managing and overseeing PFP
- Other people who help us run our centre (like IT or training companies)

### Using Computers and CCTV

We use computers, software and AI to help with:

- running our Service
- recording, analysing, summarising and reporting information
- producing reports and assessments
- promoting our Service to others

Our reports and assessments are reviewed by experienced team members before being shared.

We use CCTV and Audio in your bedroom and shared areas to help keep you and others safe.

Bathrooms are not monitored.

You can ask to turn off CCTV in your bedroom for private time.

You should check this has been agreed before having private time.

### Your Rights

You have rights about your information. You can:

- Ask to see what we know about you
- Ask us to fix anything that is wrong

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- Say no to how we use your data (in some cases)
- Ask us to delete your information (in some cases)
- Say no to automated decision-making
- Withdraw consent if you gave it

### How Long We Keep Your Information

We keep your information only as long as we need to.

You can ask for our full policy on this.

### Need Help or Want to Complain?

If you are worried about how we use your data, please talk to us.

You can also complain to the Information Commissioner's Office:

Website: [www.ico.org.uk](http://www.ico.org.uk)

Phone: 0303 123 1113

Last updated: April 2025

This is the Easy Read of our Privacy Notice Version 1

Please ask to read the full Privacy Notice if you would prefer to.