



How Child Maintenance Options uses your personal information

Sorting out separation

Web
app

Get help with issues around your break-up with an easy-to-use web app **tailored to your needs** including:

- children and parenting
- relationships and conflict
- health
- housing
- work and benefits
- money
- legal

Over 50
organisations
who can help

Expert help at
the click of a
button

Find us on many websites
including cmoptions.org



Brought to you by
**Help and Support
for Separated Families**

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Child Maintenance Options offers a parents deal with common separati

How to order our other leaflets

You can order our free leaflets by calling **0800 988 0988***.



They can also be downloaded from our website: **cmoptions.org**



Information for parents with the day-to-day care of their child

- ▶ a child maintenance decisions guide



- Understand your child maintenance choices
- Tools to help you set up a child maintenance arrangement



Information for parents living apart from their child

- ▶ a child maintenance decisions guide


- Understand your child maintenance choices
- Tools to help you set up a child maintenance arrangement



Helping someone you know

- ▶ a child maintenance decisions guide


- Help parents make decisions about child maintenance arrangements
- Understand the role you can play
- Know about the help available for parents



Talking about money



- ▶ a child maintenance decisions guide

- Take control of your finances
- Think about the types of financial support your child might need
- Tips for talking about money with your child's other parent




Family-based arrangement form

- ▶ a child maintenance decisions guide



Child maintenance and staying safe

- ▶ a child maintenance decisions guide



*See inside back cover for information about call charges

range of practical guides to help on issues.

Practical support for separating parents

1 a supporting separated families guide



- Help with making arrangements with your children's other parent
- Information about your housing and employment rights
- Where to find more help and support

Child Maintenance options

Dealing with your emotions after separation

2 a supporting separated families guide




- Understand where you are on your emotional journey
- Tools and tips to help you know on
- Help children deal with their feelings
- When and how to get professional help

Child Maintenance options

Getting in contact with your child's other parent

3 a supporting separated families guide



- Understand common fears and concerns
- Tips to help you find someone and get in touch
- When and how the statutory child maintenance services can help

Child Maintenance options

Managing conflict with your child's other parent

4 a supporting separated families guide



- Learning how to deal with conflict
- Practical tools to help you and your parents or have fewer arguments

Child Maintenance options



How to complain about Child Maintenance Options

Child Maintenance options

Parenting together after separation

5 a supporting separated families guide



- Building a working parenting relationship with your ex
- Practical tools to help you parent together successfully

Child Maintenance options

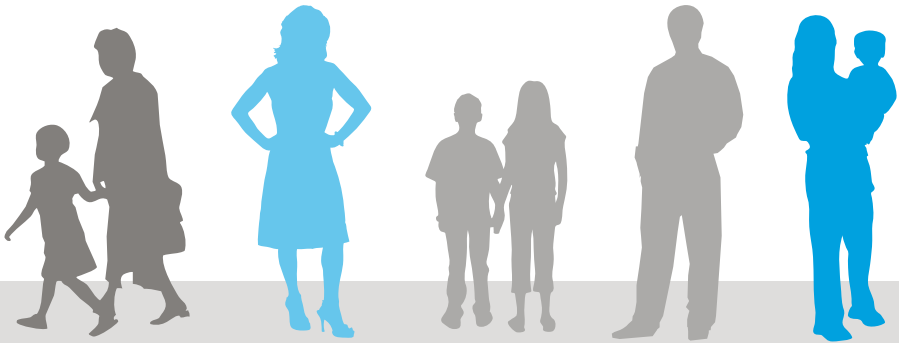
About this leaflet

This leaflet tells you how and why we store and collect information about you.

To offer you impartial information and support, we sometimes need to ask you for some personal details. We take our responsibility to protect your privacy very seriously.

This leaflet explains:

- why and how we collect information from you
- what we do with it and how we protect it
- how you can ask to see any of the information we have on file about you at any time.



How Child Maintenance Options can help you

At Child Maintenance Options, we're here to help with questions like:

- What is child maintenance and how can I arrange it?
- How do I know what's best for me and my child?
- How can I set up a family based arrangement?
- Where can I go for help?

We can give you free, impartial and confidential support through our helpline, website and face-to-face service.

We can explain exactly what child maintenance is and why it's important.

We can then help you to set up an arrangement (and make it work).

If you already have an arrangement and it's not working, we can help you to look at ways to get it working again.

A little extra help

Parents who live apart often need to deal with difficult practical things like money, childcare while they are at work, and feelings of stress and anger.

We might not be experts in these areas, but we can put you in touch with specialist organisations that can help. You can find out how to contact us on the next page.

Child Maintenance Options is a free service that provides information and support to help parents make decisions about their child maintenance arrangements.

Get in touch

You can contact our freephone helpline on **0800 988 0988*** and talk to someone today. We are open 8am to 8pm. Monday to Friday and 9am to 4pm Saturday.

Our people are specially trained to give unbiased information and support on child maintenance. Our service is available to any parent in England, Wales or Scotland.

You can also visit our website **cmoptions.org**

If you are a guardian, relative or friend, or if you have a professional interest in finding out more about child maintenance, we may also be able to help you.



What information do we collect?

We collect personal information that we need when you phone us, write to us or email us through our website cmoptions.org

The personal information we collect depends on whether you are:

- asking for information and support on child maintenance
- making a complaint
- giving us general feedback.

It may include personal details, such as your name and address, email address and details of your question. We also collect information on how our website is being used.

The personal information you give us is held by the Department for Work and Pensions (DWP). This is why the DWP is sometimes called the 'data controller'.

Remember: You don't have to give your personal details to use the Child Maintenance Options service. However, if you don't, it may affect the way we handle your question or complaint.



How do we protect your personal information?

Any personal information you give us will be held securely by the Department for Work and Pensions in keeping with the Data Protection Act 1998.

The Act protects your personal information and makes sure that:

- we hold and process your information only for purposes that we make clear to you in advance
- we keep your information only for as long as we need to for these purposes
- we have reliable procedures that allow us to hold and process your information securely and confidentially
- we share information about you only when the law says we have to.

How will we use your information?

Child Maintenance Options will have your information if you have contacted us or you have agreed for your contact details to be passed to us.

People usually contact us and give us their information for one of three reasons:

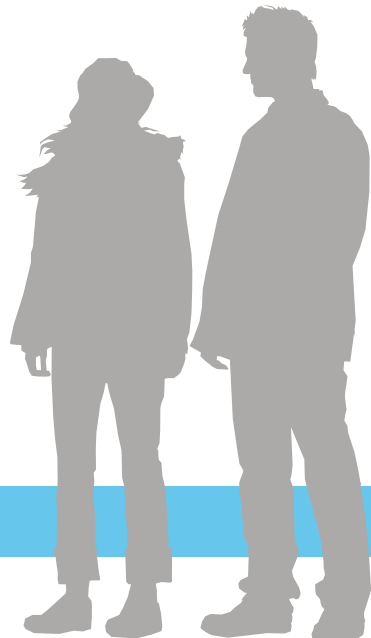
1 Customer enquiries

We'll use the information you give us to offer information and support on child maintenance and any other subjects our service deals with. We'll need your details to write to you or send you the information you have asked for.



2 Complaints

If you have a complaint about Child Maintenance Options, we'll use the information you give us to investigate your complaint and send you a reply. Our leaflet ***How to complain about Child Maintenance Options?*** says more about this.



3 Feedback

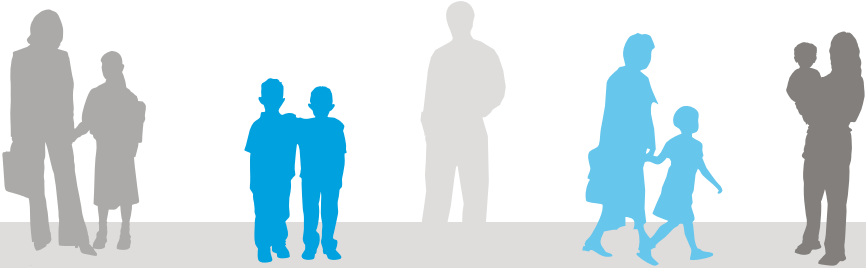
If you give us feedback on the service we offer, we will only use it to help us deal with any problems you may have had and to improve our service.

Website

When you visit the Child Maintenance Options website, it will create and store short text files, called 'cookies', on your computer. These files contain information about how you use our website and they may contain some personal details.

The cookies allow us to gather statistics on how people use our website.

We'll use this information to improve the site's layout and information, based on the way customers enter, move around and leave the site.



Asking to see your personal information

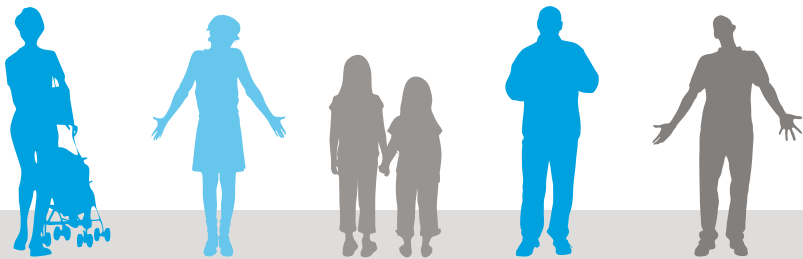
Under the Data Protection Act 1998, you have the right to ask to see what information we are storing about you in computer or paper files.

You need to ask us in writing, on paper or by email, and include:

- your full name
- our address
- your unique reference number from Child Maintenance Options, if you have one
- your National Insurance number
- details of what information you want to see.

Write 'subject access request' at the top of your letter or in the subject line of your email.

We need all these details to confirm your identity and to protect your privacy. You should include any details that may help us find the information you want.



You should send us your request by:

- **Writing** to us at
Child Maintenance Options
PO Box 578
Rotherham
S63 3FP or
- **Emailing** us through the website at **cmoptions.org**

When we have your request and all the details we need from you, we'll send you a copy of the information you have asked for – if we have it – within 40 days.

We'll send it by recorded delivery as an extra precaution to protect your information.



Child Maintenance Options is a free service that provides information and support to help parents make decisions about child maintenance



Contact us

Freephone **0800 988 0988***
8am–8pm Monday to Friday
9am–4pm Saturday
cmoptions.org

This leaflet is also available in other languages, in large print, in Braille and on audio cassette. You can get these formats by calling us on freephone **0800 988 0988***

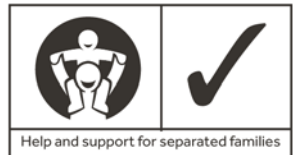
Our TextBox and textphone number is **0800 988 9 888***

***Call charges**

Calls to 0800 numbers are free from BT land lines but you may have to pay if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls to 0845 numbers from BT land lines should cost no more than 4p a minute with a 15p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.



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