



Birmingham Child Contact Centre

Privacy Policy (incorporating GDP Regulations 2018)

This Policy should be read in conjunction with BCCC's Information Security Policy.

Our Privacy Policy explains:

- What information we collect and how we collect it
- Why and how we use your information.
- How long we keep your information
- How we may share your information
- Your rights on the information we hold about you
- How we keep your information safe
- How to contact us

The Data Controller is Birmingham Child Contact Centre.

Information we collect.

In order to provide our services and for the other purposes set out in "Use of Information" below, we collect and process personal data from the users of our Contact Centre. We may collect the following information

- Personal information (e.g., your name, address, email address, phone numbers, date of birth)
- Sensitive personal data
- Attendance information (such as sessions attended, times, number of absences and absence reasons)
- Safeguarding incidents

From time to time and as permitted by applicable law(s), we may update any existing personal data with new details provided by you.

We collect information from:

- Self-Referral Forms
- Referrals from organisations e.g. Cafcass, Family Solicitors, Courts,
- Pre visit checklist
- Volunteer Application forms

We may also collect information from telephone conversations, emails and written and verbal communications and from records of Contact Centre sessions, e.g. attendance records.

How we use information

Your personal data may be used in the following ways:

- To provide our services to you,
- To respond to your requests and enquiries,
- To improve our services, e.g. questionnaires, evaluation forms.
- To comply with applicable law(s) (e.g. court orders)
- To enable us to maintain our own accounts and records and to support and manage the Contact Centre, including the raising of funds.

Consent and lawful processing of data.

Our legitimate interests, which include processing such personal data for the purposes of:

- providing and enhancing the provision of our services.
- administration and delivery of sessions
- for dealing with medical needs e.g. food allergy or dietary requirements
- all other cases: that it is necessary for our legitimate interests which are required to run the Contact Centre

How long will we keep your information?

| File Type | Retention Period |
|--|---|
| HR files Character references for volunteers | 5 years after volunteering ceases |
| Disclosure and Barring Service Certificates | We keep a record of the date of the check, the decision about vetting and the outcome until the next DBS or the volunteer leaves. |
| Finance records | Legal Requirements. Records kept for 6 years. |
| Referrals (Supported contact only), with court orders, CAFCASS involvement, Pre-contact Visit Forms and attendance records | Paper records securely disposed of after five years unless a safeguarding or child protection issue was involved. |
| Self-referrals (Supported contact only) with NO court order or CAFCASS involvement, pre-contact visit forms, attendance records | Paper records securely disposed of after one year unless a safeguarding or child protection issue |
| Volunteers information not covered by above and not used for three years will be treated as confidential waste and disposed of as such. | Securely disposed of five years after volunteering ceases. |
| Accident books and paperwork relating to safeguarding or child protection issues about a specific child and electronic referral records | Will be kept indefinitely as children can request this information up to the age of 25 years through Local Authorities. |

Sharing and disclosure to third parties

We may disclose your personal data to third parties from time-to-time under the following circumstances:

- You request or authorise in writing the disclosure of your personal details to a third party.
- The information is disclosed as permitted by applicable law(s) and/or in order to comply with applicable law(s) (e.g. court orders).
- Hosting providers for the secure storage and transmission of your data. (e.g. emails, database)

Subject Access/User Rights

As a user, you are subject to the following rights:

- The right to be informed of the use of your personal data
- The right to access and/or to require the correction or erasure of your personal data
- The right to block and/or object to the processing of your personal data
- The right to not be subject to any decision based solely on processing of your personal data
- In limited circumstances, you may have the right to receive personal data in a format which may be transmitted to another entity.

If you have a complaint in relation to the processing of your data carried out under this Privacy Policy, you have the right to lodge a complaint with the Information Commissioners Office.

You may seek to exercise any of these rights by sending a written request to Birmingham Child Contact Centre at the address below.

Information security

We are working to protect your personal information that we hold, its confidentiality, integrity and availability.

- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to systems.
- We restrict access to personal information to Contact Centre staff and volunteers subject to strict contractual confidentiality obligations and they may be disciplined or terminated if they fail to meet these obligations.
- We have a Security Information Policy in place which defines the measures we take to protect your personal information. We use a combination of technology and procedures to ensure that our paper and computer systems are protected, monitored and recoverable (in the case of electronic information).
- All written information supplied to the Contact Centre is kept in a locked cabinet.

Compliance and cooperation with regulatory authorities

We annually review our Privacy Policy. If we receive a formal written complaint, we will contact the person who made the complaint in accordance with our complaints procedure. We will work with the Information Commissioners Office to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

Changes

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent.

How to Contact Us :

By Telephone to the Volunteers & Families Coordinator: 07916 742321

By Email: Volunteers@birmccc.org.uk