

St Mary's Contact Centre - GDPR - Privacy Policy

St Mary's Contact Centre 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.
- Security - how we keep your information safe
- Changes to this Privacy Policy
- How to contact us

The Data Controller is St Mary's Contact Centre Coordinator.

Information We Collect

1. To provide our services and for the other purposes set out in Use of Information below, we collect and process data.
2. We may collect the following information
 - Personal information (for example, your name, email address, phone number).
 - Sensitive Personal Data.
 - Safeguarding incidents.
 - Attendance information (such as attended, number of absences and absence reasons).
1. From time to time and as permitted by applicable law(s), we may collect Personal Data about you and update any existing Personal Data that we currently hold from other third-party sources.

We collect your information from:

- Referral Forms.
 - Safe Referral System (SRS) applications.
 - Supporting information relating to SRS applications from external organisations such as Cafcass.
 - We may need to work with partner agencies to collect and share information as part of our referral process. This helps us to plan a service for you and protect the safety of your children. Such agencies might include previously used Contact Centres, Social Services, Cafcass, NSPCC, Police, Mental Health Teams, Schools and so on.
 - Pre visit checklist.
 - Correspondence received relating to the Intention of making or complaints made against the contact centre.
 - Correspondence received relating to the Intention of making or complaints made against NACCC.
1. We may also collect information from telephone conversations, emails and written and verbal communications.

Use of Information

- Your Personal Data may be used in the following ways:
 - To provide our services to you.
 - To respond to your requests and inquiries.
 - To manage complaints.
 - To improve our services.
 - For anonymous statistical analysis.

St Mary's Contact Centre - GDPR - Privacy Policy

1. Our legitimate interests, which include processing such Personal Data for the purposes of:
 - Providing and enhancing the provision of our services.
 - Administration and programme delivery.
 - All other cases: that it is necessary for our legitimate interests which are to run the Contact Centre

How long will we keep your information?

File Type	Retention Period
Intent to or complaint made about the Contact Centre	Securely disposed of after one year following resolution
Self-referrals with court orders or CAFCASS involvement	Securely disposed of after three years
Self-referrals with NO court order or CAFCASS involvement	Securely disposed of after one year
SRS applications with court orders or CAFCASS involvement	Securely disposed of after three years
SRS applications with NO court order or CAFCASS involvement	Securely disposed of after one year
Paperwork relating to safeguarding or child protection issues about a specific child	Kept indefinitely as children can request this information up to the age of 25 years by Local Authorities
Disclosure and Barring Service Certificate (formerly Criminal Records Bureau disclosures certificates) obtained as part of the vetting process.	The actual disclosure certificate is not provided to centres. It is advisable that organisations keep a record of the date of the certificate, the reference number, the decision about vetting and the outcome.
HR Files	6 years after employment ceases
Parental leave	5 years from birth/adoption or 18 if child receives a disability allowance
Finance records	HMRC advise you must keep records for 6 years from the end of the last company financial year they relate to, or longer if: they show a transaction that covers more than one of the company's accounting periods.
Information relating to paid/unpaid staff not covered above that are not used for three years should be treated as confidential waste and disposed of as such	Securely disposed of after three years.
Accident books and paperwork relating to safeguarding or child protection issues about a specific child	Should be kept indefinitely as children can request this information up to the age of 25 years from 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:

- To ensure the safety of a child or adult for example – when making safeguarding referrals.
- To prevent or respond to an emergency for example - providing information to the police, ambulance, or fire brigade.
- You request or authorise the disclosure of your personal details to a third party.
- The information is disclosed as permitted by applicable law(s) and/or to comply with applicable law(s) (for example, to comply with a search warrant or court order).
- The information is provided to service providers who perform functions on our behalf.
- Hosting providers for the secure storage and transmission of your data.

St Mary's Contact Centre - GDPR - Privacy Policy

- Legal and compliance consultants, such as external counsel, external auditors.
 - Technology providers who assist in the development and management of our web properties.
1. Our Contact Centre is accredited by NACCC. Regular inspections of our service take place whereby Family and HR files are viewed. Your personal data is not recorded as part of the inspection process and information is not taken offsite.

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 automated 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 Commissioner Office.

You may seek to exercise any of these rights by updating your information online (where possible) or by sending a written request to St Mary's Contact Centre, Norwich Central Baptist Church, Duke Street, Norwich, NR3 3AP.

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 unauthorized access to systems.
- We restrict access to personal information to Contact Centre staff and volunteers subject to strict contractual confidentiality obligations who 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 are recoverable.
- We only use third party service providers where we are satisfied that they provide adequate security for your personal data.

Compliance and cooperation with regulatory authorities

We regularly review our compliance with our Privacy Policy. If we receive formal written complaints, we will contact the person who made the complaint to follow up. We work with the ICO 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

Updated January 2024

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St Mary's Contact Centre, Norwich Central Baptist Church, Duke Street, Norwich, NR3 3AP.
Email: coordinator@stmaryscontactcentre.org.uk

We are committed to reviewing our policy and good practice annually.

Name	Signature	Date
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