



CCCC – Data Privacy Policy

1. Purpose

The purpose of this policy is to explain how the Chichester Child Contact Centre (CCCC) collects, processes and stores personal data. It outlines our commitment to handling data fairly, respectfully and lawfully.

Our Coordinator is our Data Controller: **Becca Dickenson**.

2. Aim

This policy aims to:

- Clarify what personal data we collect
- Explain how and why we collect it
- Describe how we use and share it
- Outline how long we retain it
- Inform individuals of their rights
- Detail how we keep data secure
- Demonstrate how we comply with regulatory authorities
- Provide guidance on raising concerns or complaints

3. What information we collect

We collect and process personal data to deliver our services and meet legal obligations.

This may include:

- **Personal information** – Examples of this may include your name, email address, mailing address, phone numbers, date of birth and address
- **Sensitive Personal Data** – Examples of this may include physical or medical health, racial or ethnic origin, political opinions, religious beliefs, trade union, sexual orientation or civil or criminal offences
- **Attendance information** - Such as sessions attended, number of absences and reasons for absence
- **Safeguarding incidents** - From time to time and as permitted by applicable law(s), we may collect Personal Data and update any existing Personal Data that we currently hold from other third-party sources

4. How we collect your information

We gather data from:

- Self-Referral Forms
- Safe Referral process from NACCC
- Standard referrals from organisations (e.g., Cafcass, family solicitors)
- Pre-Contact Meetings
- Telephone conversations
- Emails



- Written and verbal communications
- Reviews
- Surveys and feedback forms
- Records of Contact Centre sessions

5. Why and how we use your 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 request your participation in surveys or other initiatives that can help improve our service.
- To comply with applicable law(s) (for example, to comply with a search warrant or court order)
- To carry out professional ethics / conduct investigations
- To enable us to maintain our own records and to support and manage volunteers.

Consent and lawful processing of Personal Data for the purposes of:

- Providing and enhancing the provision of our service
- Administration and service delivery
- Dealing with medical needs - any information you provide we must have had explicit consent to use.
- Anything else that is deemed necessary for our legitimate interest, i.e. to enable the running of the CCCC

6. How long we keep your information

We regularly review data to ensure relevance. At the end of retention periods, we securely delete, shred, or anonymise data unless there is a valid reason to retain it. We regularly review personal information to ensure that the information we hold is relevant.

Data Type	Retention Period
HR files of Volunteers, Trustees, Coordinators, and Chair i.e. application forms and references	3 years from the point volunteering/support ends
Disclosure and Barring Service Certificates obtained as part of the vetting process	6 months after obtaining the DBS. However, it is best practice for the organisations to keep a record of the date of the check, the reference number, the decision about vetting and the outcome
Finance records , Income tax, NI returns, income tax records and correspondence with IR, parental leave, wages and salary records	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
Standard Referrals pre-visit forms, attendance records, with court orders or CAFCASS involvement	3 years after the last attendance at CCCC, unless a safeguarding or child protection issue has been flagged



Self-referrals , pre- visit forms, attendance records with NO court order or CAFCASS involvement	3 years after last attendance at CCCC, unless a safeguarding or child protection issue
Accident books and Safeguarding paperwork relating to safeguarding or child protection issues about a specific child	Indefinitely as children can request this information up to the age of 25 years from Local Authorities

7. How we may share and disclose your information

We may disclose your Personal Data to third parties from time to time in the following circumstances:

- 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) i.e. 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
- Legal and compliance consultants, such as external counsel, external auditors
- Technology providers who assist in the development and management of our web properties

8. Your rights on the information we hold

Users of our service 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
- The right to lodge a complaint in relation to the processing of your data carried out under this Privacy Policy with the Information Commissioner's Office (ICO)
- The right to exercise any of these rights by sending a written request to the Coordinator at CCCC (see website for contact details)

9. How we keep your information safe and secure

We work hard to protect the personal information that we hold, as well as its confidentiality, integrity and availability. We use a combination of procedures and technology to ensure that our paper and computer systems are protected, monitored and are recoverable:

- We regularly review our information collection, storage and processing practices, including physical and digital security measures, to guard against unauthorised access to systems and or documents
- We restrict access to personal information to Contact Centre volunteers subject to strict contractual confidentiality obligations. Anyone who fails to meet these obligations will be disciplined or asked to stop volunteering with CCCC
- We lock all manual records in a secure locked cabinet when not in use
- We password protect computer files, laptop and mobile devices
- We delete and / or destroyed, personal data in a secure way, including shredding or disposing via a specialist contractor where required



10. How we comply and cooperate with regulatory authorities

We regularly review our compliance to our data Privacy Policy. If we receive formal written complaints, we will contact the person who made the complaint to follow up. We work with the Information Commissioners Office (ICO) to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

11. How you can log a complaint

If you have any concerns about how we use your data:

- Refer to our Complaints Policy and Procedure.
- Request a complaint form or by emailing coordinator@chichesterchildcontactcentre.org
- If unresolved, contact the ICO by visiting the Information Commissioner website on www.ico.gov.uk

Note: Changes to our Data Privacy Policy may change from time to time. This will not affect your rights.