

Information Security Policy

Introduction

This information security policy is a key component of the Littlehampton Child Contact Centre (LCCC) management framework. It sets the requirements and responsibilities for maintaining the security of information within LCCC. This policy may be supported by other policies, including the Security Incident Response Procedure.

Purpose

This policy is intended to support LCCC business objectives and, without undue restrictions, protect its volunteers, clients, third parties and the organisation from illegal or damaging events or actions by individuals, either knowingly or unknowingly.

The objective of this policy is to define LCCC's policies in order to protect the confidentiality, integrity and availability of LCCC's information assets, its reputation and the safety of all its stakeholders. Everyone who works in, or with, the organisation has a duty and a responsibility to comply with these policies.

Applicability

The policy applies to the use of all LCCC's IT equipment and information systems belonging to, or managed by, the organisation including, but not limited to: laptops, networks, supporting infrastructure, mobile devices (such as smart-phones), removable media, third-party systems and any cloud-based infrastructure, platforms or services.

This policy is applicable to all LCCC volunteers and any third parties who provide services. It is the responsibility of all such individuals to read and understand this policy, and to conduct activities in full accordance with it. If there is any uncertainty, volunteers should consult the Centre Co-ordinator.

Aim and Scope of this policy

The aims of this policy are to set out the rules governing the secure management of our information by:

- preserving the **confidentiality, integrity and availability** of Littlehampton Child Contact Centre information
- ensuring that all volunteers are aware of, and fully comply with, the relevant **legislation** as described in this and other policies
- ensuring an approach to security in which all volunteers fully understand their own **responsibilities**
- creating and maintaining within the organisation a level of **awareness** of the need for information
- detailing how to **protect** the information assets under our control

This policy applies to all information/data, information systems, networks, applications, locations and volunteers of LCCC, or supplied under contract to it.

Responsibilities

Ultimate responsibility for information security rests with the Management Committee but the Centre Co-ordinator shall be responsible for managing and implementing the policy and related procedures.

Responsibility for maintaining this Policy and Information Risk Assessment and for recommending appropriate risk management measures is held by the Centre Co-ordinator. Both the Policy and the Risk Assessment shall be reviewed by the Management Committee at least annually.

The Co-ordinator is responsible for ensuring that their volunteers are aware of:-

- the Information Security Policy applicable in the Contact Centre
- their personal responsibilities for information security
- how to access advice on information security matters

All volunteers shall comply with the Information Security Policy and must understand their responsibilities to protect the Centre's data.

Co-ordinators shall be responsible for the security of information within their area of responsibility.

Each volunteer shall be responsible for the operational security of the information systems they use.

Each system user shall comply with the security requirements that are currently in force, and shall also ensure that the confidentiality, integrity and availability of the information they use is maintained to the highest standard.

Privacy Statements

LCCC must provide a privacy statement to all data subjects, for which we hold data. This should be in line with ICO guidance about following GDPR.

Procedures are in place covering the receipt, storage, correction and deletion of personal, including special category data.

Reviewed and approved: August 2026
Due for review on or before: August 2027

Registered Charity No: 1145414