

Privacy 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
- Security - how we keep your information safe
- Changes to this Privacy Policy

The Data Controller is the Co-ordinator: Jackie Roberts.

Information We Collect

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

- Personal information (for example, your name, email address, mailing address, phone numbers, date of birth and address)
- Sensitive Personal Data
- 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 about you and update any existing Personal Data that we currently hold from other third-party sources.

We collect your information from:

- Self Referral Forms
- Safe Referral process from the NACCC website
- Referrals from organisations e.g. Cafcass, Family Solicitors
- Pre visit checklist

We may also collect information from telephone conversations, e-mails, written and verbal communications and from records of the Contact Centre sessions.

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 which help us to gather information which we can use to develop and enhance our service
- To improve our service, e.g. questionnaires, evaluation sheets
- 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
- For accreditation and quality assurance purposes

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

- providing and enhancing the provision of our service
- administration and programme delivery
- for dealing with medical needs - any information you provide we must have had explicit consent to use
- anything else that it is necessary for our legitimate interest, i.e. to run the Child Contact Centre

How long will we keep your information?

File Type	Retention Period
HR files Volunteer application forms and references	3 years after volunteering ceases
Disclosure and Barring Service Certificates (formerly Criminal Records Bureau disclosure certificates) obtained as part of the vetting process.	The actual disclosure form must be destroyed after 6 months. However it is advisable that organisations keep a record of the date of the check, the reference number, the decision about vetting and the outcome.
Referrals, with court orders or CAFCASS involvement, pre- visit forms, attendance records	Securely disposed of 3 years after last attendance at LCCC unless a safeguarding or child protection issue
Self-referrals with NO court order or CAFCASS involvement, pre- visit forms, attendance records	Securely disposed of 3 years after last attendance at LCCC unless a safeguarding or child protection issue
Information relating to volunteers not covered above	Securely disposed of 3 years after last volunteer session at LCCC
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 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 in order 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
- Legal and compliance consultants, such as external counsel, external auditors
- Technology providers who assist in the development and management of our web properties

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 (ICO) .

You may seek to exercise any of these rights by sending a written request to the Co-ordinator at Littlehampton Child Contact Centre (see contact details at top of Policy).

Information security

We are working to protect your personal information that we hold, as well as 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 volunteers subject to strict contractual confidentiality obligations; anyone who fails to meet these obligations will be disciplined or asked to stop volunteering with Littlehampton Child Contact Centre
- We have a Security Information Policy in place which defines the measures we take to protect your personal information. We use a combination of procedures and technology 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 co-operation 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 complain

If you have any concerns about our use of your personal information, in the first instance, please refer to our Complaints Policy and Procedure. You can submit a complaint to us at tonchildcontactcentre@gmail.com or by requesting a complaints form. If you remain unhappy with how we have used your data you can contact the Information Commissioners Office.

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