



Birmingham Child Contact Centre

Privacy Policy

(Incorporating General Data Protection Regulations (GDPR) 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 – Registration Reference ZB910526

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
- Referral Forms and other information from organisations e.g. Cafcass, Family Solicitors, Courts,
- Pre-contact Meeting checklist and discussions
- Volunteer Application forms
- Volunteer Reference Requests

We may also collect information from telephone conversations, emails, both 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 contact sessions
- for dealing with medical needs e.g. food allergy or dietary requirements
- all other cases: that is necessary for our legitimate interests, which are required to run Birmingham Child Contact Centre in its entirety.

How long will we keep information?

File Type	Retention Period
HR and Volunteer related files This includes any training and character references for volunteers	Securely disposed of six years after volunteering ceases. The reason for this is that Health & Safety Training records must be kept for a minimum of six years. However, volunteer blogs on our website will be retained whilst ever we operate.
Disclosure and Barring Service Certificates	We keep a record of the date of the check, the vetting decisions and outcome until following DBS results or the volunteer leaves.
Referral Records (Paper Based) including court orders, CAFCASS involvement, Pre-contact Visit Forms and attendance records	Paper records securely disposed of five years after the last contact session.
Referral Records (Electronic) including court orders, CAFCASS involvement, Pre-contact Visit Forms and attendance records	Will be kept indefinitely as children can legally request their information up to the age of 25 years through Local Authorities.
Accident books Health & Safety Records RIDDOR	Legal requirements are Accident books are a minimum of 3 years, Health and Safety Training Records minimum 6 years and RiDDOR minimum 40 Years. BCCC will convert and hold these records electronically and hold indefinitely.
Finance records	Legal Requirements. Records kept for minimum of 6 years except in the case of Grantholders, who may request longer timescales.

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).
- Data Hosting providers e.g. Microsoft, 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 with CCTV in the area.

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 however, we will not reduce the rights of individuals below those required by UK Law in force at the time of the change.

How to Contact Us :

By Telephone to the Volunteers & Families Coordinator: 07916 742321

By Email:

Initially via Volunteers@birmccc.org.uk

BCCC's Data Controller can be contacted by emailing info@birmccc.org.uk and adding "FAO Data Controller" in the subject line.