

Enfield Family Contact Centre

Privacy Policy

Enfield Family Contact Centre [the Contact Centre] recognises that it is a Data Controller as defined by the General Data Protection Regulation 2018 [GDPR].

The Centre is committed to protecting the privacy of families using the Centre and its volunteers. This policy should be read and implemented in conjunction with the Centre's other policies as appropriate, particularly the Data Protection and 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.
- Changes to this Privacy Policy.
- How to contact us.

Information we collect

In order to provide our services and for the other purposes set out below, we collect and process personal data from the users of our Contact Centre and from our volunteers. We may collect the following information:

- Personal information (eg your name, email address, phone numbers and postal address).
- Sensitive personal information.
- Attendance information (such as dates of sessions attended, number of absences and absence reasons).
- Information about safeguarding incidents.
- Information about health & safety 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:

- Referral forms.
- Court Orders.
- Referrals from organisations, eg CAFCASS, family solicitors, social workers and mediation services
- Pre-visit checklist.
- Volunteer application form and references

We may also collect information from telephone conversations, emails, letters or notes and verbal communications as well as from records of the Contact Centre sessions.

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 request your participation in surveys or other initiatives that help us to gather information used to develop and enhance our services.
- To comply with applicable law(s) (eg, to comply with a search warrant or court order) or to carry out professional ethics/conduct investigations.
- To enable us to recruit, support and manage our volunteers.

Consent and lawful processing of data

Our lawful basis for processing data in accordance with the terms of the GDPR rests with our legitimate interests, which include processing personal data for the purposes of:

- Providing and enhancing our services.
- Dealing with medical needs (we must have had explicit consent to use any information you provide).

How long will we keep your information?

Information Type	Retention Period
Family files Referral Form Handover Notes Correspondence Other documentation specific to family.	Paper file is shredded three years after final contact at the Centre.
Volunteer files Application form References	Paper file is shredded six years after a volunteer leaves the Rota, or sooner if the volunteer requests it.
Disclosure and Barring Service Certificate obtained as part of the volunteer vetting process. Co-ordinator responsible for DBS checks keeps record of DBS checks in password-protected Excel spreadsheet of: (i) volunteer name; (ii) volunteer phone number; (iii) date of last certificate; (iv) number of last certificate; and (v) date due for renewal.	Volunteer retains the certificate and passes the date and number of the certificate to the Co-ordinator responsible for DBS checks. Volunteer's name is removed from Excel sheet when s/he leaves the rota.
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 via 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:

- 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) (eg a search warrant or court order).
- To organisations who perform functions on our behalf.
- For the secure storage and transmission of your data via hosting providers.

Subject access and Individuals' rights

The Centre recognises the rights of individuals enshrined in the GDPR. Volunteers and users of the Centre have the following rights:

- To be informed of the ways in which your personal data is used.
- To access and/or to require the correction or erasure of your personal data.
- To block and/or object to the processing of your personal data.
- 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.

You may seek to exercise any of these rights by sending a written request to the Contact Centre. The Centre undertakes to respond as soon as possible and within 28 days to requests made by those whose data we hold in connection with any of the above rights.

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's Office [ICO].

Information security

We undertake to:

- Review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to systems.
- Ensure that Contact Centre volunteers have access to personal information on a need-to-know basis and are subject to strict confidentiality obligations.
- To use a combination of technology and procedures as outlined in our Data Protection & Information Security Policy to ensure that our paper and computer systems are protected, monitored and recoverable.
- Use third party service providers only 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 will 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.

Contact details

Enfield Family Contact Centre

Enfield Baptist Church

Cecil Road

Enfield EN2 6TG

Tel. 0798 349 7767

admin@enfieldcontactcentre.org.uk

Information Commissioner's Office

Helpline: 0303 123 1113

<https://ico.org.uk/>

This policy will be reviewed and if necessary updated annually.

Policy implemented: April 2018

Reviewed: September 2019

Revised: September 2021

Reviewed: September 2022, September 2023, October 2025