



Policy 14a Data Protection Privacy Notice

1. Background

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all services and activities where we collect your personal data. This privacy notice applies to personal information processed by or on behalf of Daisy Programme, as defined by the General Data Protection Regulation (GDPR) 2018.

Changes to this privacy notice

We may change this privacy notice from time to time by updating this page in order to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you visit our website.

Daisy Programme and our Data Protection Officer

Daisy Programme is the data controller of your personal data. We have a Project Manager who is our Data Protection Officer (DPO), and who is responsible for data protection compliance. You can contact the DPO using the details below.

2. What kinds of personal information about you do we process?

Personal information that we will process includes:

- **Personal, contact and accommodation details** (e.g. title, name, addresses, phone numbers, living arrangements)
- **Details of perpetrator(s)** (e.g. name, physical description)
- **Details of family members** (e.g. details of children living with you)
- **History of local authority service provision** (e.g. record of contact with Social Services)
- **Details of any pertinent health issues** (e.g. mental health)

3. What is the source of your personal information?

We'll collect personal information from the following general sources:

- From you directly (where you self-refer to us)
- From other agencies (where they refer you to us)

4. What do we use your personal data for?

We use your personal data, including any of the personal data listed in section 2 above, for the following purposes:

- To understand your current situation when we respond to a referral request, so that we can provide a service to you in an appropriate way according to your needs and circumstances
- To establish your safety and the safety of any children who may be living with or in contact with you

- To provide counselling or other services to you
- To protect your vital interests, or those of a vulnerable adult or a child, for example by sharing it with other agencies where we feel it is essential to do so

We will never use your personal information for purposes other than those for which it was provided or obtained without first obtaining your consent. Except in an emergency, or to prevent crime, we will not share your personal information with any other organisation or individual without your consent.

5. What are the legal grounds for our processing of your personal information (including when we share it with others)?

We rely on the following legal bases to use your personal data:

- **Where it is needed to provide you with services**, such as processing referral requests, providing counselling or other services, and at all stages and activities relevant to managing services provided to you
- To comply with our **legal obligations**
- To protect your **vital interests**
- With your **consent**, such as when you have given us clear consent to process your data for a specific purpose

6. When do we share your personal information with other organisations?

We may share information with the following third parties for the purposes listed above:

- Governmental and regulatory bodies, e.g. the local authority Multi Agency Risk Assessment Conference (MARAC), including the County Council and the Police
- Other organisations and businesses who provide services to us such as back-up and email hosting providers, IT software and maintenance providers, document storage providers and suppliers of other back office functions

7. How and when can you withdraw your consent?

Where we rely on your consent to process personal data, you can withdraw this at any time by contacting us using the details below, or via our website.

8. Is your personal information transferred outside the UK or the EEA?

We are based in the UK but there may be a rare possibility that your information may be transferred outside the European Economic Area. If we do so we'll make sure that suitable safeguards are in place, for example by using approved contractual agreements, unless certain exceptions apply.

9. What should you do if your personal information changes?

You should tell us so that we can update our records using the contact details below or via our website. We will then update your records if we can.

10. For how long is your personal information retained by us?

Unless we explain otherwise to you, we will hold your personal information based on the following criteria:

- For as long as we are required to in line with legal and regulatory requirements or guidance
- For as long as we have reasonable needs, such as managing our relationship with you and managing our work, but no more than 3 years after we last have contact with you
- For as long as we provide services to you

11. What are your rights under data protection laws?

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are appropriate or not.

- The right **to be informed** about the processing of your personal information
- The right to have your personal information **corrected if it is inaccurate** and to have **incomplete personal information completed**
- The right **to object** to processing of your personal information
- The right **to restrict processing** of your personal information
- The right **to have your personal information erased** (the “right to be forgotten”)
- The right to **request access** to your personal information and to obtain information about how we process it
- The right to **move, copy or transfer your personal information** (“data portability”)

You have the right to complain to the Information Commissioner's Office which enforces data protection laws: <https://ico.org.uk/>

Contact Us

If you have any questions about this privacy notice, or if you wish to exercise your rights or contact the DPO, you can do so via email to help@daisyprogramme.org.uk
Alternatively, you can write to the Data Protection Officer at Daisy Programme, Unit 6 Breckland House, Norwich Road, Watton IP25 6JT

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