

GDPR Privacy Policy (Clients)

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General Data Protection Regulation (GDPR) Privacy Policy (Clients)

Processing of your personal data

Family Matters (FM) takes the protection of your data seriously and wants to make you familiar with our privacy policy and the security measures we take to protect your personal information. FM only collects data in order to subscribe you to our services, this pertains to personal information (e.g. name, email address and phone numbers, as well as health and incident details) as provided voluntarily by clients using our service. This may be via the telephone, email, fax, post or via a third party. By completing our forms and contract, you consent to the collection and use of your personal information by FM as detailed in this policy.

Data security

We recognise that the information you provide may be sensitive and we will respect your privacy. We keep information about you confidential. This means we store it securely and control who has access to it. We sometimes share personal data with third parties where we need further information to process your application. In such cases we obtain your consent on the FM contract and/or Consent forms. We ensure that we do not use your data for any other purposes except that which has been contracted for. We also ensure they do not use your information in any way other than the task for which they are requested for.

The majority of our information held is held electronically, any paper copies we keep are kept under lock and key and in a secure room.

Our lawful basis

FM uses three elements of the GDPR, legal basis, signed contract and consent for processing client's personal information, including storage of the data.

Information we may collect from you

We may collect process and store information that you provide by completing our forms. This includes information provided at the time of engagement with our service or requesting information of our services. We may also ask you for information when you communicate with us, have questions or report a problem. All information we collect from you is stored in secure servers and encrypted.

Storage and management of personal information

FM's data management system is an SQL Database is maintained and developed by a third-party processor. The system enables us to store information about our clients and former clients in a secure way, only staff with adequate security and the right level of access can view this data and is protected by a firewall. Our backup server is encrypted on a cloud storage system and only staff with adequate security can access this data.

Any personal information is only used for the purposes of which you have been informed and only to complete your specific request.

Website

We do not use our website for any personal information and therefore FM are not storing your information from this source.

When you use a website, cookies are downloaded onto your PC and the next time you visit the site, your PC will check the cookie and send information back to the site, therefore tailoring what pops up.

Can I refuse cookies?

Yes, you can use a setting on your browser which allows you to refuse to accept cookies. However, if you select this setting you will be unable to use certain parts of their sites, and it might not work smoothly.

Different browsers have different instructions for managing cookies and you may also be able to accept certain cookies and not others. For example, you may be able to refuse third party cookies.

Protection of your personal information

We retain your personal information in our files for regulatory purposes, only for as long as such information is needed and useful for the purpose for which it was collected. We store the personal information for varying durations, depending on the type of information, but only if, we continue to have a valid reason. This includes allowing FM to have enough information to respond to future issues, to uphold agreements between you and FM and to be compliant with applicable law. If you would like a copy of our data retention policy please email as below.

Disclosure of your personal data

We are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to apply our terms of use and agreements by gathering further information from third parties that you share with us, or to protect the rights, or safety of FM and its representatives

We may disclose your personal information to third parties if;

We have your consent

- It is required for the management of a service and a legitimate business purpose
- It is part of our duty to protect a child, vulnerable adult, yourself or the public

- For the prevention and detection of a crime
- We are required to do so by any court or law or any relevant regulatory authority
- To protect the rights, property or safety of FM or any third parties

Complaints

When people make complaints against our service, we hold data relating to the complainant as well as details of the complaint and witnesses or interested parties. We share information with Managers and Trustees and any external bodies who have a legal interest. All data relating to this process is kept electronically.

We are signed up to information sharing protocols with the NHS, the police and GP's, which give us access to client information, this is only shared when required by law, or to protect the rights of FM, our representatives, or anyone else at harm.

All our phone calls are recorded to protect the rights of FM and to ensure your privacy is protected. We do not share information over the phone to a third party without your consent.

Access to information

Your Rights

Under the GDPR you have rights as an individual data subject which you can exercise in relation to the information we hold about you. You can read more about these rights on the ICO's website.

<https://ico.org.uk>

FM's seeks to keep your personal information accurate, complete, and up to date. You may at any time request to see the information we have collected about you. You also have the right to object to our collection and against the further processing of your personal information. You also have the right to correct your personal information if needed. You can do this by telephone, email or letter. Details as below.

If we will hold information about you, we will:

- Give you a description of it
- Tell you why we are holding it
- Tell you who it could be disclosed to
- Let you have a copy of the information

To request any personal information we may hold, you must put your request in writing to our Data Protection Officer at Family Matters, 13 Wrotham Road, Gravesend DA11 0PA.

You can ask us to correct any mistakes in any information we hold by contacting as above.

In many circumstances we will not disclose personal data without consent. However, when we investigate a complaint for example, we'll need to share personal information with anyone

connected to the case and other relevant bodies. When will also share information when we are required by the law.

Changes to our policy

You will be notified of any changes we may make to our privacy policy in the future, this will be via our website, or where appropriate notified by email.

We have invested extensively in ensuring our information systems are secure and that our staff are suitably trained.

Contact

Please send any questions, comments and requests about this privacy policy to the DPO

Family Matters, 13 Wrotham Road, Gravesend, Kent DA11 0PA

01474 536661

admin@familymattersuk.org

Signed



Mary Trevillion CEO