

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, phone numbers, and relevant health or incident details) as provided voluntarily by clients using our service. This may be via telephone, email, fax, post or 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, storing it securely and controlling who has access. Occasionally we share personal data with third parties where necessary (e.g. to process your application), but only with your consent via our contracts or consent forms. We ensure your data is not used beyond the purpose agreed.

Most data is stored electronically; any paper copies are kept securely under lock and key.

Our Lawful Basis

FM processes personal information based on three elements of the GDPR: legal obligation, signed contract, and consent. This includes the storage and processing of personal data for service provision and safeguarding.

Information We May Collect

We may collect, process, and store the information you provide when completing our forms or engaging with our services. This also includes correspondence, enquiries, and reported issues. All information is stored securely on encrypted servers.

Storage and Management of Personal Information

FM uses an SQL database maintained by a secure third-party processor. Only authorised staff can access client data, which is protected by encryption and a firewall. Backup data is stored in encrypted cloud storage. Personal information is only used for the specific purposes for which it was collected.

Website

We do not collect personal data through our website. However, our site uses cookies to enhance your browsing experience. You can manage your cookie preferences through your browser settings.

Protection of Your Personal Information

We retain personal data only as long as necessary for the purposes for which it was collected, in line with our retention policy and legal obligations. Data is stored securely and only accessed when necessary. You may request a copy of our retention policy via email.

National Data Opt-Out

As a CQC-registered provider, Family Matters complies with the **National Data Opt-Out policy**. This gives you the right to choose whether your confidential information is used for research and planning purposes. It does not affect the use of data for your direct care. Some exemptions apply, such as legal requirements or public interest (e.g. during a pandemic).

You can find more information or opt out by visiting the NHS website: www.nhs.uk/your-nhs-data-matters

If we are ever required to use confidential information for planning or research, we will ensure the National Data Opt-Out is applied.

Disclosure of Your Personal Data

We may share your personal data in the following situations:

- With your consent.
- When necessary for service provision or a legitimate business purpose.
- To protect a child, vulnerable adult, yourself, or the public.
- For the prevention or detection of crime.
- When required by a court, law, or relevant authority.
- To protect the rights, property, or safety of FM or others.

Complaints

If you make a complaint about our service, we may collect data about the complaint, the complainant, and any witnesses or relevant parties. This information is shared only with those who have a legal or operational reason to see it and is stored securely.

We operate under information-sharing protocols with the NHS, police, and GPs, and share information only when required by law or to protect the safety of individuals. All calls are recorded for safeguarding and quality assurance. We do not share call information without consent.

Access to Information – Your Rights

Under the GDPR, you have rights concerning the personal data we hold about you. You may:

- Request a copy of your data.
- Ask us to correct inaccuracies.
- Object to the use or further processing of your data.
- Withdraw consent where applicable.

To exercise these rights, please write to our Data Protection Officer at the address below.

We will:

- Provide a description of the data we hold.
- Tell you why we hold it.
- Tell you who it may be disclosed to.
- Provide a copy upon request.

We may need to share data without consent in specific circumstances such as legal investigations or safeguarding.

Changes to Our Policy

Any future changes to our privacy policy will be published on our website or, where appropriate, notified to you directly by email.

We are committed to data security and regularly review our systems and staff training.

Contact

Data Protection Officer

Family Matters
13 Wrotham Road
Gravesend
Kent DA11 0PA
01474 536661
admin@familymattersuk.org