

Privacy Policy

Family Space is a charity that aims to provide a 'Helping hand in the ups and downs of family life' by being 'Good news in the community'. We do this in partnership with local churches and Cheltenham YMCA to provide a range of services to families living in West Cheltenham and beyond. These services include Mums support groups, Stay and Play groups, a befriender project and the Cheltenham Child Contact Centre (CCCC). This privacy policy explains how we use any personal information we collect about you.

- What information do we collect about you?
- How will we use the information about you?
- Sharing your information and disclosure to third parties
- Retaining and deleting your information
- Access to your information and correction, Subject Access/User Rights
- Information Security
- Compliance and cooperation with regulatory authorities
- Changes to our privacy policy
- Cookies and webchat
- Other websites
- How to contact us

What information do we collect about you?

We collect information about you when you attend one of our groups or activities, as part of us providing you with our service(s), or when you register an interest in supporting us. We will also collect information about you if you contact us to apply for a role volunteering for Family Space. Website usage information is collected using cookies.

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 Family Space services including the Cheltenham Child Contact Centre. We may collect the following information

- Personal information (for example, your name, email address, mailing address, phone numbers, date of birth and address)
- Sensitive Personal Data
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Safeguarding incidents
- Support Given

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

- Self-Referral Forms
- Safe Referral process from the NACCC website (CCCC)
- Referrals from organisations e.g. Cafcass, Family Solicitors, Health Visitors

The Oasis Centre, Cassin Drive, Cheltenham, GL51 7SY

t: 01242 580812 e: us@familyspace.org.uk www.familyspace.org.uk

A Partnership between St Aidan & St Silas, St Barnabas, Hesters Way Baptist and St Mark





- Registration Forms
- Pre-visit checklist (CCCC)
- Attendance at Family Space events and training

We may also collect information from telephone conversations, emails and written and verbal communications and from records sessions.

How will we use the information about you?

Your Personal Data may be used in the following ways:

- To provide our services to you,
- To respond to your requests and inquiries,
- To improve our services, for example, evaluation sheets
- To request your participation in surveys, or other initiatives which help us to gather information used to develop and enhance our services,
- To comply with applicable law(s) (for example, to comply with a search warrant or court order) or to carry out professional ethics/conduct investigations,
- To enable us to provide, to maintain our own accounts and records and to support and manage our employees.

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 programme delivery
- for dealing with medical needs-any information you provide we must have had explicit consent to use.
- all other cases: that it is necessary for our legitimate interests which are to run the services on offer by Family Space.

Service Users we will initially use the information we collect from you to keep a record of who is using our services. We will then use your information to provide you with any service we have agreed with you. We will also use this information to talk with you about any extra help or support you may need or want so we can best help and support you.

Supporters – we will use the information we collect from you, including your level of interest and support for us, to tell you more about our work. We will also thank you for your support and invite you to continue to support us. We may also use your information to invite you to fundraising or other events, or to ask if you would be able to increase your support. We will always do this in compliance with the rules in relation to direct marketing, including those set out by the Fundraising Regulator.

Job applicants (Volunteers)– we will use the information we collect from you to process and consider your application for a volunteer role at Family Space. Your information will be kept in a locked filing cabinet and will only be shared with other Family Space staff and trustees who will be involved in the selection and recruitment process. We will only request a reference or a DBS disclosure with your prior consent.

Job Applicants (Paid Staff)- all paid staff are recruited through Cheltenham YMCA. For more information on this please visit cheltenhamymca.org.uk

CCTV – The Oasis Centre where we have our offices and where we deliver some services from has CCTV. for the purpose of safeguarding the safety of our staff, visitors and property. These images may be used for the prevention, investigation and detection of crime and for the prosecution of any offenders.

Market research– we may use your contact details to contact you to ask for your comments and opinions on how we might improve and develop our services. We may also use your information to study and better understand the composition of our client and supporter base.

How long will we keep your information?

File Type	Retention Period
HR files Employment references Redundancy details	6 years after employment/volunteering ceases
Parental leave	5 years from birth/adoption or 18 if child receives a disability allowance
Disclosure and Barring Service Certificate (formerly Criminal Records Bureau disclosures certificates) obtained as part of the vetting process.	The actual disclosure form must be destroyed after 6 months. However, it is advisable that organisations keep a record of the date of the check, the reference number, the decision about vetting and the outcome.
Finance records Income tax, NI returns, income tax records and correspondence with IR, Parental leave, Wages and salary records	HMRC advise you must keep records for 6 years from the end of the last company financial year they relate to, or longer if: they show a transaction that covers more than one of the company's accounting periods.
Supported contact only – Referrals, with court orders or CAFCASS involvement, pre- visit forms, attendance records	Securely disposed of after three years unless a safeguarding or child protection issue
Supported contact only - Self-referrals with NO court order or CAFCASS involvement, pre- visit forms, attendance records	Securely disposed of after one year unless a safeguarding or child protection issue
Information relating to paid/unpaid staff not covered above that are not used for three years should be treated as confidential waste and disposed of as such.	Securely disposed of after three years.
Registration forms filled in by users of Family Space services not including the contact centre.	Securely disposed of after three years unless a safeguarding or child protection issue
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 by Local Authorities.

Sharing your information and disclosure to Third Parties

We will not normally share any information we hold about you to others without your prior consent. 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) (for example, to comply with a search warrant or court order).
- The information is provided to service providers who perform functions on our behalf.
- Hosting providers for the secure storage and transmission of your data
- Legal and compliance consultants, such as external counsel, external auditors
- Technology providers who assist in the development and management of our web properties

Access to your information and correction. Subject Access/User Rights

You have the right to request details of the information we hold about you.

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 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.

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 Office.

You may seek to exercise any of these rights by updating your information online (where possible) or by sending a written request to: Sarah Avery, Family Space, Oasis Centre, Cassin Drive, Cheltenham, GL51 7SY

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 unauthorized access to systems.
- We restrict access to personal information to contact centre staff and volunteers subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.
- We have 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 are recoverable.
- We only use third party service providers where we are satisfied that they provide adequate security for your personal data.



Compliance and cooperation 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 work with the ICO to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

Changes to our privacy policy

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated in February 2018.

Cookies and webchat

Our website is held through Weebly. This may record some of your personal information, for example, by logging your IP address or the location of your computer or network. It may also record information about you that you enter into online forms.

Other data may be collected anonymously about your use of our site from cookies. Cookies are small text files that are placed on your computer by websites that you visit. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit allaboutcookies.org. We may use cookies:

- To establish the needs of visitors and customise the content of our website;
- To process any forms, requests or applications you send;
- For internal administration and analysis.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you.

By email: If you are a supporter, please contact sarah@familyspace.org.uk

By phone: on 01242 580812

By post: Data Protection Officer, Family Space, Oasis Centre, Cassin Drive, Cheltenham, GL51 7SY

For more information about your legal rights in relation to the information we hold about you, please visit the Information Commissioner's Office at ico.org.uk.