

Jigsaw Contact Centre – Privacy Notice



Information We Collect

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 our Contact Centre. We collect the following information

- Personal information (for example, your name, email address, mailing address, phone numbers, date of birth and address)
- Sensitive Personal Data (such as race/ethnicity, physical and mental health, relationships, offences/ alleged offences)
- Attendance information (such as attended, number of absences and absence reasons)
- Safeguarding 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, such as Social Services.

We collect your information from

- Self Referral Forms, Contact Arrangement Orders
- Referrals from organisations e.g. Cafcass, Family Solicitors, Social Services
- Pre visit checklist and Working Agreement

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

How we Use your Information

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 questionnaires, 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 court order)
- 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 include processing such Personal Data for the purposes of:

- providing and enhancing the provision of our services and contact centre
- administration and programme delivery
- dealing with medical needs (we must have your explicit consent to use any information you provide)

How long will we keep your information?

File Type	Retention Period
Supervised or supported contact – 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
Supervised or supported contact - 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
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 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) (for example, to comply with a court order)
- Legal and compliance consultants, such as external counsel, external auditors

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 they may be disciplined or terminated if they fail to meet these obligations
- 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.

Any questions or changes?

If you have any questions or would like to check that the data we hold about you is accurate, contact the Contact Supervisor if you are still using our service or if not contact admin@stmichaelsfellowship.org.uk or write to us at St Michael's Fellowship, 136 Streatham High Road, London SW16 1BW