



Muswell Hill

**Child
Contact
Centre**

**at Muswell Hill
Methodist Church**

Privacy Policy

Our Privacy Policy explains:

- What information we collect and how we collect it
- Why and how we use your information.
- How long we keep your information
- How we may share your information
- Your rights on the information we hold about you
- Security, how we keep your information safe
- Changes to this Privacy Policy
- How to contact us.

The Data Controller is Muswell Hill Child Contact Centre.

Information We Collect

In order to provide our services and for the other purposes set out in *How we use your information*, below, we collect and process Personal Data from the users of our 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 and that of your child)
- Sensitive Personal Data (for example, reasons for referral)
- Attendance information (for example, dates and times of attendance, 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.

We collect your information from

- Self Referral Forms
- Referrals from organisations e.g. Cafcass, Family Solicitors
- Pre visit checklist
- Correspondence received relating to the intention of making a complaint against the Contact Centre.

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

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, e.g. questionnaires or evaluations;
- To manage complaints;
- To comply with applicable law(s) (for example, to comply with a search warrant or court order)
- To enable us to provide, maintain our own accounts and records;
- For any other statistical analysis.

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;
- administration and programme delivery;
- for dealing with medical needs - we must have had explicit consent to use any information you provide;
- anything else necessary to run the contact centre.

How long will we keep your information?

File Type	Retention Period
Intent to or complaint made about the Contact Centre	Securely disposed of after one year following resolution.
Self-referrals with or without court orders or CAFCASS involvement.	Securely disposed of after three years.
Paperwork relating to safeguarding or child protection issues about a specific child	Safeguarding paperwork will be kept until the child is 25 years old. It can be requested by the child or LA until then, after which it will be disposed of securely.
Disclosure and Barring Service Certificate (formerly Criminal Records Bureau disclosures certificates) obtained as part of the vetting process.	The actual disclosure certificate is inspected but not retained. The Centre keeps a record of the date of the certificate, the reference number, the decision about vetting and the outcome.
HR Files for volunteers or employees	6 years after employment or volunteering ceases.
Accident books	These will be kept until the child reaches the age of 21.

Sharing and Disclosure to Third Parties

We may disclose your Personal Data to third parties from time-to-time under the following circumstances:

- To ensure the safety of a child or adult (for example, when making safeguarding referrals).
- To prevent or respond to an emergency (for example, providing information to the police, ambulance, or fire brigade).
- 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.

Our Contact Centre is accredited by NACCC. Regular inspections of our service take place whereby Family and HR files are viewed. Your personal data is not recorded as part of the inspection process and information is not taken offsite.

Subject Access/User Rights

As a user, you have the following rights, subject to the retention requirements noted above.

- 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 **Muswell Hill Child Contact Centre, 28 Pages Lane, London N10 1PP or contact.centre@mhmc.org.uk**

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 unauthorised 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

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent.

How to Contact Us

Muswell Hill Child Contact Centre, 28 Pages Lane, London N10 1PP or contact.centre@mhmc.org.uk

We are committed to reviewing our policy and good practice annually.

Name: Daleep Mukarji	Signature:	Date:
This policy was last reviewed on: 9 th June 2024		