

## **FordHaven – 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 FordHaven.

### **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 Centre and from volunteers who work with the FordHaven.

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 a 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

We only collect information which has been provided to us by the person concerned or with their consent.

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

### **How we Use of 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 evaluations forms)
- 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 contact centre

<b>How long will we keep your information? File Type</b>	<b>Retention Period</b>
<b>HR files</b> 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.
<b>Finance records</b> Income tax, NI returns, income tax records and correspondence with IR, Parental leave, Wages and salary records	HMRC advise you must keep records for <b>6 years</b> 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 - Self-referrals with <b>NO</b> 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.

**Approved by: Roxana Ford - Director**  
**Last reviewed: March 2024**  
**Next review due by: March 2025**