

Telebefriending Privacy Notice

1 Introduction

Bishop Creighton House(BCH) is committed to respecting and protecting your privacy. We believe in making things easy for people we interact with. We know there's nothing more off-putting than the sight of a lot of small print, so we've made our Privacy Policy clear, simple and easy to read.

This Privacy Notice describes how we process personal data when providing a telephone befriending service on a daily or weekly basis.

Our privacy notice is structured by providing you with information about how we manage data relevant to all our interactions with you - for example your data protection rights, who to contact, who we share your data with. We then have answers to the common questions that people ask about how we protect data for this interaction.

2 What's changed?

There have been no material changes to the policy since it was last updated. We have changed the way it is presented.

3 Our promise to you

BCH is committed to protecting your privacy. We will always keep your personal information safe and will never sell it to third parties. We will be clear and open with you about why we collect your personal information and how we use it.

4 Who is in control of your information?

We never lose sight of the fact that it is your personal information and you own it and can choose who has access to it and how it is processed.

BCH are registered as the 'Data Controllers' with the Information Commissioner's Office (ICO).

Details are published on a register on the ICO website where you can also find lots of useful information about Data Protection, what it means to you as an individual and how it applies to companies like BCH.

The law within the European Economic Area gives those whose personal data is held by BCH specific rights to control the personal data held about them. These include the right to:

- right of access - to obtain from BCH, confirmation that personal data is held, as well as a written description of such personal data, the purpose(s) for which it is being used, the source(s) of the personal data and details of any recipients
- request corrections of personal data which is inaccurate
- request deletion of data where there is no need for BCH to keep it
- request BCH stops processing associated your personal data
- request we provide you the personal data you have provided us in an electronic format e.g CSV file
- object to any unsolicited information sent by BCH regarding promotions or new products and services
- ask for human intervention in automated decision making, note, however BCH has no automated decision making processes .
- right of withdraw consent to processing personal data at any time

If any individual wishes to contact BCH regarding the personal data held about them or has any other question about BCH data privacy procedures, they should direct an email to Rory Gillert - RGillert@creightonhouse.org send a letter to Rory Gillert at 378 Lillie Road, London SW6 7PH.

If any individual wishes to complain about how BCH is handling data or responding to requests they should contact the Information Commissioners Office - <https://ico.org.uk/concerns/handling/>

5 What we do with your data?

5.1 How does BCH obtain personal data?

Personal data is collected at the time when you sign up for services or during previous conversations with volunteers or members of staff.

5.2 What types of personal data does BCH collect and use?

Data that has been previously collected is used to arrange the phone calls.

Data may be disclosed during the call about things that are worrying you or you need help with.

5.3 How does BCH use the personal data it holds?

Personal data is used to arrange the befriending phone calls and make them useful.

5.4 What processing of personal data is done?

We decide which volunteer is going to call.

We provide the volunteer with a list of people to call.

The volunteer will call, and may make notes during the phone call of things raised during the call.

The volunteer will feedback the results of the call, either by contacting one of the members of BCH staff or entering the data direct into one of our computer systems.

Information raised on the call may result in further activity to help solve any problems raised or alert the necessary people.

All data is uploaded to our computer systems.

The basis that we are processing data is contract

5.5 Who does BCH share personal data with?

The calls are generally made by our volunteers.

5.6 How long does BCH keep the personal data it holds?

Data will generally be kept for 7 years.

5.8 How does BCH protect the personal data it holds?

All our volunteers have signed an agreement with us to keep the data safe, and they will manage the data in the way that we tell them to.

6 Children's data

Where BCH provide links to websites of other organisations or refer to other services this privacy notice does not cover how those organisations process personal information.

We would encourage you to read the privacy notices for the other organisations and websites you visit.

7 Links and other services

BCH regards the confidentiality and security of personal data we hold very seriously. BCH has implemented appropriate internal security procedures that restrict access to and disclosure of personal data within BCH. These procedures will be reviewed from time to time to determine whether they are being complied with and are effective. Where data is shared by third parties they are bound by contract to do the same.

BCH has implemented security measures e.g. it has achieved the Cyber Essentials Certification.

8 How is data protected?

9 Policy updates

As part of BCH's commitment to compliance with data privacy requirements, and to reflect changes in BCH's operating procedures, BCH may update the terms of this policy from time to time.

10 Contact details

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Last Updated

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