



Leicester Rape Crisis

Privacy Statement

What personal data is collected and held?

LRC collects a range of personal data provided in the course of its usual operations. Specifically

- When someone enquires about any of LRC's services,
- When someone is referred to LRC by another organisation,
- During the delivery of our services to individuals (clients),
- During the assessment of an individual client's circumstances by LRC,
- During enquiries made by LRC on behalf of and in order to deliver services to clients,
- During enquiries made by LRC to enter into contracts or secure funding; and
- When individuals seek to or become a volunteer with LRC or a member of staff.

The personal data collected from individuals includes all appropriate contact details: name, email address, and telephone number(s). If someone is seeking employment or to volunteer with LRC (including as a trustee), we will also collect data regarding current and past employment, references, skills and education.

In order to deliver specific services to individuals, LRC will wish to collect personal data of a sensitive nature, including about their physical and mental health. This will be explained at the point of collection, but only processed with the individual's express consent.

LRC may also collect by agreement with individuals, or from the public domain, organisational address details, social media profile names, and Skype/FaceTime profile names.

How is this data used?

The lawful bases for using personal data are as follows:

Provided that that this does not override their own rights, LRC will process an individual's personal data to pursue the following legitimate business interests:

- Assessing a client's individual circumstances and the most appropriate service to be provided;
- Providing support, counselling or other services to clients;
- Internal administration, evaluation and reporting.

Some of the above will in addition involve processing sensitive data upon the express consent of the client concerned. If the client is aged under 16, this will be the consent of the parent/guardian or other responsible adult.

Appropriate contact details will be processed in order to enter or perform a contract to deliver services to clients on behalf of a referring organisation, or to enter into an employment relationship with individuals.

Additionally, we will process personal contact details of individuals from other organisations and agencies to pursue the following legitimate business interests:

- Recruit, manage and support staff, volunteers and trustees,
- Promote the work and services of LRC,
- Report on organisational outcomes and provide anonymised monitoring data,
- Fundraise, and
- Undertake social networking.

Sharing or Transfer of data

All information about our clients is confidential and will not be shared or transferred unless there is a genuine concern that either an individual, or another person (or child), is in danger, at risk to themselves or to someone else. Where this is the case we will inform the appropriate authorities and take appropriate action to protect the individual or child. Usually we will inform the client in advance of taking such a step.

We will, if requested, also provide a client's information to the Police or to an appropriate lawyer in furtherance of any legal proceedings or consideration of such proceedings.

LRC will never sell, rent or trade personal data.

Storing and Protecting Your Data

We store your data only for as long as required and in accordance with our data retention policy which is available upon request. Paper files are stored in locked facilities; and also stored on our cloud-based data management system. Access to personal data is strictly controlled, and protected by appropriate physical and cyber security measures.

Transparency and further information

All LRC clients have the right to access their data and associated file notes This will be provided on request.

Under the *General Data Protection Regulation*, individuals have a number of data rights including a right to information, to access, to be forgotten, to have errors rectified, to restrict and to object to data processing. Information and advice on enforcing these rights is available from the Information Commissioner's Office Helpline: 0303 123 1113.

If you have a complaint about your data privacy, please contact LRC as follows:

Chief Executive

Telephone: 0116 255 5962

Approved: May 2018