



Children’s Links Privacy Statement

This statement should be considered alongside our Data Protection Policy

This statement 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 Children’s Links

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

The data collected varies across services and is detailed in the statement for each area.

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

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
- 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) 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.
- To enable us to raise funds to support our services

Consent and lawful Processing of data.

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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

Your personal data will only be used for marketing if you give your explicit consent.

How long will we keep your information?

We will only keep your data for as long as it is needed for service delivery, or as long as we are required to keep it to comply with legal or funding rules.

For details please see individual area information. (Available on request)

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 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

Subject Access/User Rights

As a user, you are subject to the following rights:

- 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 via a written request to

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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 identified 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 Policies and Procedures in place which define 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.

Special category data is subject to additional protection due to its sensitivity.

Compliance and cooperation with regulatory authorities

We regularly review our compliance with this Privacy Statement and relevant legislation. We also regularly review all our policies.

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

How to Contact Us

If at any time you would like copies of any policies, further information about what we do with your data or to raise any issues then please contact

- Head Office Tel 01507 528300
- Data Protection Officer – Rachel Aylmer rachel.aylmer@childrenslinks.org.uk
- Your local Children's Links contact

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