

Privacy Notice for Waltham Forest Befriending Service

How LifeLine Community Projects uses information

LifeLine Projects' is a registered company (number 03951096) and a registered charity (number 1084634). Our registered office address is LifeLine House, Neville Road, Dagenham, Essex, RM8 3QS. We hold contract a with the London Borough of Waltham Forest to deliver the Waltham Forest Befriending Service.

LifeLine Projects' is a "data controller" and as such we are responsible for processing the use of personal information about Befrienders and Befriendees. We are required under data protection legislation to notify people about the information contained in this privacy notice in accordance with the UK General Data Protection Regulations (UK GDPR) and Data Protection Act 2018.

The categories of information that we collect, hold and share include:

- Personal information (e.g. name, date of birth, age, gender and personal interests)
- Special category data (e.g. ethnicity, religion and health).

Why we collect and use information

We use information to deliver the Befriending service, including:

- Matching befrienders with befriendees
- Delivering befriending sessions
- Providing information, advice and guidance
- For contract monitoring and reporting purposes.

The lawful basis we use information collected about befrienders and befriendees

We collect and use information to meet the requirements of the contract LifeLine Community Projects holds with the London Borough of Waltham Forest.

How we collect information

We collect information about befrienders and befriendees via volunteer application and befriending referral forms. Information is also collected during befriending sessions, from satisfaction and health and well-being surveys.

How we store data

We hold personal information on our website, on our management information system, Salesforce, and on LifeLine's servers.

Personal information will be securely destroyed 6 years after the contract has ended on 31st March 2033.

Why and who we share personal information

We do not share information about befrienders or befriendees with anyone else without consent, unless the law or our policies allow us to do so. Where we are required to do so, we will share information as required under Safeguarding legislation and the Information Acts. We require third parties to respect the security of shared information and to treat it in accordance with the law.

The rights of volunteers and befriendees

Under data protection legislation, befrienders and befriendees have the right to:

- request access to information that we hold about them
- request correction to incomplete or inaccurate information we hold
- object to direct marketing
- in certain circumstances, have personal information erased or restricted, or withdraw their consent to use their personal information
- request the transfer of personal information to a third party.

Befrienders and befriendees may make a request for a copy of their personal information held by LifeLine Projects by emailing info@lifelineprojects.co.uk or in writing to:

Head of Support Services, LifeLine Projects, LifeLine House, 25 Neville Road, Dagenham, RM8 3QS.

Complaints about how we look after or use information

If you have a concern about the way we are collecting or using your personal data, we request that concerns are raised with us in the first instance by emailing or contacting us on the above address. Alternatively, concerns can be raised with the Information Commissioner's Office at <https://ico.org.uk/concerns/>.