

Families Division: Support and Community Services Privacy Notice

About LifeLine Projects

LifeLine Projects' is a registered company (number 03951096) and a registered charity (number 1084634). Our office address is LifeLine House, Neville Road, Dagenham, Essex, RM8 3QS. We are registered as a data controller with the Information Commissioner's Office (ICO). Our registration number is Z6591927. Our Data Protection Officer is Julia Ward – contactable on info@lifelineprojects.co.uk We deliver services to parents and local communities and are responsible for looking after information we collect about you.

This privacy notice explains how we collect, use, store and protect personal information when you access our services, activities, projects and support programmes, including:

- ✓ Community activities and events
- ✓ Family support services
- ✓ Parent Wellbeing & Boundaries Training and Support Programme
- ✓ SW!TCH on the Hill

1. Why We Collect Information

We collect information so that we can:

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|---|---|
| ✓ Register people for programmes, activities and support services | ✓ Contact participants about sessions, events and support |
| ✓ Deliver community, youth, family and wellbeing services | ✓ Monitor attendance and engagement |
| ✓ Support volunteers | ✓ Understand who is accessing our services |
| ✓ Evaluate and improve our programmes | ✓ Measure outcomes and report to funders |
| ✓ Meet our safeguarding responsibilities | ✓ Protect children, young people and adults from harm |
| ✓ Comply with legal and contractual requirements | |

2. What Information We Collect

Depending on the service or programme you access, we may collect:

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| ✓ Name | ✓ Address or postcode |
| ✓ Telephone number | ✓ Email address |
| ✓ Date of birth or age | ✓ Gender |
| ✓ Information about attendance and participation | ✓ Information relating to support needs |
| ✓ Feedback and survey responses | |

Special Category Information

Where necessary and lawful, we may collect additional special category information such as:

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| ✓ Health or wellbeing information | ✓ Physical or mental health needs |
| ✓ Additional support requirements | ✓ Safeguarding concerns |

- ✓ Ethnicity
- ✓ Language
- ✓ Cultural needs

- ✓ Religion or beliefs
 - ✓ Disability
 - ✓ Sexual orientation (if you choose to tell us)
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3. How We Collect Information

Information may be collected:

- ✓ Directly from you
 - ✓ During conversations with staff
 - ✓ From attendance records
 - ✓ From partner organisations where it is lawful and appropriate to do so
 - ✓ Through registration or referral forms
 - ✓ Through surveys and feedback forms
 - ✓ During activities, events and programme sessions
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4. How We Use Your Information

We use personal information to:

- ✓ Deliver services and support
 - ✓ Communicate with you
 - ✓ Meet contractual and funding requirements
 - ✓ Respond to concerns about safety and wellbeing
 - ✓ Monitor participation and outcomes
 - ✓ Assess our effectiveness
 - ✓ Investigate safeguarding concerns
 - ✓ Fulfil legal and regulatory responsibilities
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5. Who Can Access Your Information

Access is limited to individuals who need the information to carry out their role. This may include:

- ✓ Programme staff
 - ✓ Designated safeguarding leads
 - ✓ Managers
 - ✓ Volunteers where appropriate and authorised
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6. Sharing Information

We may share information when necessary with:

- ✓ Local authorities
- ✓ Police
- ✓ Health professionals or agencies
- ✓ Funders through anonymised or aggregated reporting that does not identify individuals
- ✓ Children's or adults' safeguarding services
- ✓ Social care services
- ✓ Delivery partners supporting a service

We will only share personal information where:

- ✓ You have given consent
 - ✓ It is necessary to deliver a service
 - ✓ It is necessary to protect someone from harm
 - ✓ We are legally required to do so
 - ✓ There is a safeguarding concern
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7. Keeping Your Information Safe

We take your privacy seriously and have measures in place to protect personal information. These include:

- ✓ Secure electronic systems and databases
- ✓ Multi-factor authentication where appropriate
- ✓ Password protection and encryption
- ✓ Restricted access to authorised staff only

✔ Data protection and safeguarding training for staff and volunteers

✔ Procedures for securely storing and disposing of information

8. How Long We Keep Information

We usually keep service user records for 6 years after support ends. Some records may be retained longer where required by law or where our contracts require this. We securely delete information when it is no longer required.

9. Your rights

- ✔ You can ask what information we have about you
- ✔ You can ask us to correct information that is wrong
- ✔ You can tell us that you want to withdraw your consent at anytime where we rely on your consent
- ✔ You can ask us to delete information when the law allows us to
- ✔ You can tell us if you are unhappy about how we use your information

Sometimes these rights may be limited if sharing information could put someone at risk or affect a safeguarding investigation.

If you have any questions about your information, about how we use it or if you want to request to see a copy of your personal information held by us, email the Data Protection Officer on info@lifelineprojects.co.uk

10. Complaints about how we look after or use information

Please raise any concerns with us in the first instance by emailing or contacting the Head of Support Services on the above email address. Alternatively, complaints can be raised with the Information Commissioner's Office at <https://ico.org.uk/concerns/>

11. Need help?

Please ask a member of the LifeLine Projects team if you would like this privacy notice:

- ✔ In larger print
- ✔ In another language
- ✔ Read aloud or explained