

Orchard House Caring Dads Privacy Notice

The information we collect:

- Personal information such as your name, email address, mailing address, phone numbers and date of birth.
- Sensitive Personal Data such as race/ethnicity, physical and mental health, relationships, and offences or alleged offences.
- Safeguarding incidents and risk information.
- Attendance information, such as number of sessions attended, number of absences and absence reasons.

Where the information comes from:

- Information can come from you or others that know you.
- Referral Forms and risk assessment forms.
- Telephone conversations, emails and verbal conversations with referrers or involved professionals.
- Records of the group sessions.

Why we need this information and how we use it:

- To provide our services to you.
- To ensure the safety of yourself and others.
- To improve and enhance the provision of our services.
- To respond to your requests and queries
- 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) (for example, to comply with a court order)
- To enable us to maintain our own accurate accounts and records.
- To deal with medical needs (we must have your explicit consent to use any information you provide).

Who we share information with:

- We will share relevant information with your referrer and any other professional agencies that you have given us explicit consent to share information with.
- We may disclose your Personal Data to third parties under the following circumstances:
 - The information is disclosed as permitted by applicable law(s) and/or to comply with applicable law(s).
 - Legal and compliance consultants, such as external counsel, external auditors

Information Security

- We ensure that we protect your personal information that we hold, its confidentiality, integrity and availability.
- All files are stored electronically on secure servers.
- We ensure there are systems in place such that information is protected, monitored and recoverable.
- We restrict access to personal information to practitioners within the intervention team at Orchard House.
- The systems used are in-house and are not provided by third parties.

How long we keep your information for:

- For electronic files including personal and sensitive information, information is securely disposed of after 3 years, unless a safeguarding or child protection issue has been identified meaning such information must be kept until the child is 25 years old.

Questions

Please do not hesitate to get in contact with us if you have any questions or would like to check that the data we hold about you is accurate.

You can contact us by email at Caringdads@orchardhousefac.co.uk, by telephone on 01823 351785 or write to us at Caring Dads Team, Orchard House Family Assessment Centre, Canon Lodge, Canon Street, Taunton, Somerset, TA1 1SW