

Data Protection information

(Privacy Notice)

What does Catch22 do?

Catch22 is a social business, a not for profit business with a social mission. For over 200 years we have designed and delivered services that build resilience and aspiration in people and communities. Our 1600 colleagues work at every stage of the social welfare cycle, supporting 30,000 individuals from cradle to career. Today we deliver alternative education, apprenticeships and employability programmes, justice and rehabilitation services (in 22 prisons and in the community), gang’s intervention work, emotional wellbeing and substance misuse, and children’s social care programmes.

<p>What does this service do?</p>	<p>Victim First is a free, independent and confidential support service for victims and witnesses of crime and high risk antisocial behaviour, in Leicester, Leicestershire and Rutland. We support victims and witnesses of all ages.</p>
<p>What data/information do we collect?</p>	<p>Below is a list of the data that we will/may process in the course of our contact with you and the lawful basis that applies to each processing activity:</p> <ul style="list-style-type: none"> • Full name • Date of Birth • Address • Contact number • Email address • Crime type • Crime details

	<ul style="list-style-type: none"> • Demographic details e.g. gender, age, ethnicity, sexual orientation, religion, disabilities, geographical area you reside in • Parent/Carer details (if you are a young victim)
<p>Why do we require your information?</p>	<p>We require your information in order for us to remain in contact with you and maintain accurate records of the support you are receiving from Victim First.</p> <p>We will share this information with others without your explicit consent. The information we hold and process will be used by our staff for providing you with support only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately. Your data is therefore captured and used whilst you receive support from Victim First and at the time when your support ends with us.</p> <p>The legal reasons for processing your information is as follows:</p> <ul style="list-style-type: none"> - Individual Consent <p>We may be required, by law or for the purpose of protecting others, to share your data:</p> <ul style="list-style-type: none"> ○ Where you disclose information that poses a risk to yourself or others ○ In the interests of safeguarding children or vulnerable adults ○ Pursuant of the Terrorism Act 2000 ○ Any information that threatens the security of the establishment ○ This information will be shared in compliance

	<p>with legal obligation(s) and/or for your/others vital interests.</p> <ul style="list-style-type: none"> - Public Task <p>This is the lawful basis to process personal data:</p> <ul style="list-style-type: none"> o ‘In the exercise of official authority’. This covers public functions and powers that are set out in law; or o To perform a specific task in the public interest that is set out in law.
<p>Where did we get your data from?</p>	<p>The majority of the information we hold comes from you. Additionally though we will hold information that has come from other organisations that have referred you to our service with your consent, including: -</p> <ul style="list-style-type: none"> • Leicestershire Police • Action Fraud • Sentinel • Other support organisations <p>It is important to note that we will only contact you where it has been identified that you have given your explicit consent to the referring agency before they passed on your information to us.</p>
<p>Who will we share your information with?</p>	<p>We will only disclose information about you to third parties if we are legally obliged to do so or where you have consented for your details to be passed on to another service for the purpose of support. We may share</p>

	<p>information about you with:</p> <ul style="list-style-type: none"> ○ Safeguarding organisations (Social Service, the Police or any other Emergency Service) if your or you or anyone else is at risk of harm ○ Other support organisations or referral agencies (with your explicit consent before making the onward referral)
<p>How long will we hold on to your information for?</p>	<p>We will only hold on to your information for as long as is necessary in order to provide you with a service. There may be legal reasons that require us to hold on to your information for a specified period of time. Please visit the privacy section on the Catch22 website www.catch-22.org.uk for further details about how long Catch22 holds on to information for.</p>
<p>What happens if the information in the records is wrong?</p>	<p>You will need to be specific about why you think the information is wrong and what you think we should do to correct it. If you can prove the information is incorrect, we will change it. If we cannot amend your record in the way you would like, we will explain the reason for this. You will be able to see a copy of your amended record.</p>
<p>What rights do you have over the information that we hold on your behalf?</p> <p>You have several rights over your data that we are required by law to uphold. You have the following rights:</p>	
<ul style="list-style-type: none"> ▪ The right to access 	<ul style="list-style-type: none"> ▪ You have the right to request a copy of your data

<p>your data:</p>	<p>provided that your request is not unfounded or excessive. We are required to provide you with this within one month of your request. In order to request your data, please contact office@victimfirst.pnn.gov.uk or DPO@catch-22.org.uk</p>
<ul style="list-style-type: none"> ▪ The right to withdraw your consent from us 	<ul style="list-style-type: none"> ▪ You have the right to withdraw your consent to allow us to process your data at anytime whilst working with us. Please be aware this may affect our ability to continue working with you.
<ul style="list-style-type: none"> ▪ The right to lodge a complaint with the Information Commissioners Office (ICO) 	<ul style="list-style-type: none"> ▪ You have the right to make a complaint to the Information Commissioners Office (body that regulates Data Protection) if you feel that we have not processed your data correctly and in accordance with relevant law. Please feel free to make us aware of any concerns that you have, we will look to fix any issues quickly and efficiently. ▪ Please visit https://ico.org.uk/ or call 0303 123 1113 in order to lodge a complaint with the regulator.

Talk to us

If you have any concerns about the way in which your information is used when working with us, please feel free to contact Victim First on the following email address office@victimfirst.pnn.gov.uk or Catch22's Data Protection Officers on the following email address DPO@catch-22.org.uk or by using the contact details below.