

Families First Privacy Notice for Website Visitors

1. Introduction

- 1.1 Families First is committed to respecting the privacy rights of all visitors to our website and we comply with data protection laws.
- 1.2 In this Privacy Notice we explain what personal data we collect, why we collect it, how we protect it, and explain your rights.

2. Personal data we collect

- 2.1 We collect the following data about you:

- Your name, e-mail address and any other contact details you provide when you contact us through our website.

3. How we protect your data

- 3.1 We are committed to keeping your data secure. We use encryption for web traffic to and from our website and we store any data provided through our website in secure computer systems that only authorised contractors, staff and volunteers can access.
- 3.2 Our data is backed up and we have secure systems in place to prevent hackers, viruses and similar sources from accessing our systems and data.
- 3.3 We also have a range of policies and procedures for our staff and volunteers, with ongoing training, to ensure your data is kept safe and only used in accordance with this Privacy Notice and **Families First Data Protection policy**.

4. How we use your data

- 4.1 We use your data to provide information, support and services to you.
- 4.2 The contact information you provide is stored in our computer systems for processing, storage, and archive purposes.
- 4.3 Before using any personal data on our website, we will seek your permission unless we are concerned about your immediate, or others safety.

5. When and how we might share your data

- 5.1 We use data only for its intended purposes.
- 5.2 Depending on the nature of your enquiry we may share your data at your request or because we have a safety concern.

6. How long we keep your data

- 6.1 We only keep your data for as long as we need to. More specifically:

- Website enquiry information – we will retain this for no more than 6 months after you last contact us.

6.2 We delete all enquiry data from our systems after the retention period has ended.

7. Transferring data outside of the European Economic Area (EEA)

7.1 The data we collect and process is not transferred outside of the EEA.

9. Your legal rights

9.1 You have the right to:

- Request a copy of the personal data we hold about you.
- Update, correct or delete any out-of-date or incorrect personal data that we hold about you.
- Opt out of any marketing communications that we may send you.
- Request your personal data is erased where it is no longer necessary for us to retain such data.
- Withdraw your consent to the processing at any time.
- Request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability).
- Request a restriction is placed on further processing where there is a dispute in relation to the accuracy or processing of your personal data.
- Lodge a complaint with the Information Commissioners Office [here](#).

10. Reviewing and changing how we use data

10.1 We regularly review our use of personal data to ensure that what we do continues to be fair, transparent, safe and legal.

10.2 Whenever any change is made to how we collect or use personal data we will update this Privacy Notice and any other relevant policies.

11. How to contact us

11.1 For any questions or concerns you have about data protection, please email our Manager at manager@familiesfirststandrews.org.uk.

11.2 To exercise any of the above rights please contact us at enquiries@familiesfirststandrews.org.uk.

11.3 Further information about your rights can also be obtained from the Information Commissioner's Office or your local [Citizens Advice agency](#).

11.4 If you wish to complain about how we use your personal data, you have the right to lodge a complaint:

- Through **Families First Complaints policy and procedure**.
- The Information Commissioner's Office.