



## **Privacy Policy**

At Willow Tree Children's Support, we know how important it is that we treat any personal information that we hold with the utmost care.

The law is very clear about what we need to do in this regard and we are fully committed to complying with our legal obligations.

In relation to GDPR, we use consent as the lawful basis for processing the data that we require to be able to provide our support service.

Our Data Protection Officer (DPO) is: Martha Linfield.

They can be contacted on [Willowtreechildren@gmail.com](mailto:Willowtreechildren@gmail.com)

### **Personal data – what's that?**

By personal data, we mean any information that could be used to identify someone. This could be a name and contact details for enquiries; or, it could include a date of birth, address and gender identity as part of our referral process. As we also provide therapeutic services, some of the data we need to gather to help us deliver those services will be sensitive personal data which might include information about health and well-being or ethnicity.

## **Where will we get the personal data from?**

When someone contacts Willow Tree Children's Support they may just wish to seek advice without providing any personal details. If they would like to make a referral to

our service we will ask for some initial basic details to be able to contact them again or we may ask them to complete a referral form which will include some personal information. Referrals can be made by parents, carers, Schools, GP's and other services. The information that we collect will only be data that we require to be able to provide advice and support and also our therapeutic services.

All referral forms will be stored securely on a password protected laptop and this information will only be used by staff at Willow Tree Children's Support that have a legitimate reason for collecting and using the information.

## **Sharing Data for Safeguarding Reasons.**

We take our responsibility to safeguard the welfare of children, young people and vulnerable adults very seriously. We are legally obliged to pass on personal information to the relevant authority if we thought a child, young person or vulnerable adult was at risk.

## **How long will we keep data?**

We will retain data to provide our services for children for a 12 month period unless we have received a request for ongoing or further support. Once support has been completed we will no longer need to retain a child or young person's data. If we have raised a Safeguarding Concern we will review how long the data will be kept in accordance with current national safeguarding guidelines.