



Talking Forward Data Protection & Privacy Policy

This privacy policy also applies to our website: www.talkingforward.co.uk

Talking Forward is committed to supporting the families of people under investigation for online sexual offences, as such Talking Forward puts safety at the heart of our organisation and this includes the use of any personal information.

We are fully committed to protecting your information and will be open and transparent about how and why we are using it. We operate in full compliance with General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018.

ABOUT THIS POLICY

This privacy notice explains how we look after your personal data (in all situations where we collect your data) and sets out your privacy rights and also explains how the law and our approach to privacy and personal data protects you.

This privacy notice supplements any other privacy notices that we may provide to you at the point that we collect data from you and should be read in conjunction with those notices.

INTRODUCTION

Talking Forward promises to respect any personal data you share with us, or that we get from other organisations, and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect.

Developing a better understanding of our supporters through their personal data allows us to make better decisions, fundraise more efficiently and, ultimately, helps us to deliver our mission of supporting families through this difficult period.

HOW WE COLLECT INFORMATION ABOUT YOU

The information we collect is obtained in a variety of ways:

When you give it to us **DIRECTLY**

You may give us your information when you contact us directly to make a donation, enquire about fundraising or to request a service from us.

When you give it to us **INDIRECTLY**

Your information may be shared with us by others, for example independent third parties may have informed you that Talking Forward are able to offer you support and you have given your consent for those data to be shared. When using third party sites, you should check their privacy policy when you provide your data to understand fully how they will process your information. Your information may have been passed to us by a third party as part of commissioning a service with us or carrying out a contract.



When we collect it as you use our **WEBSITE**

WHAT INFORMATION DO WE COLLECT FROM YOU?

The type and quantity of information we collect and how we use it depends on why you are providing it. We may use your data to provide you with information (including fundraising or campaigning activities), services, materials or resources you have requested or which we feel may interest you - where you have consented to being contacted.

Supporters

If you support us, for example through donating, or requesting resources and materials, we may collect and process information about you. Depending on the nature of your engagement with us, this personal information may include your name, postal address, telephone number or mobile number, email address, your date of birth or your bank or credit card details if you have donated to us directly.

We are legally required to hold some personal information to fulfil statutory obligations, for example the collection of Gift Aid or to support certain financial transactions.

We will always want to acknowledge receipt and thank anyone who chooses to aid our mission by donating to us. Where a donor has supplied contact details, we will endeavour to thank them for their generosity which we constitute being a legitimate interest. We will not subsequently contact them, unless they opt-in to subscribe to our newsletters or to receive other relevant updates about the organisation.

If you contact us, we may keep a record of that correspondence. We will mainly use your data to:

- Provide you with the information or resources you asked for
- Administer your donation or support your fundraising efforts, including processing gift aid, and thanking you for your support
- Keep a record of your relationship with us and keep you up to date with news and information, if you have opted in to receive further information
- Ensure we know how you prefer to be contacted
- Understand how we can improve our services and information
- We may also use your personal information to detect and reduce fraud and credit risk

Direct Marketing

With your consent, we will contact you to let you know about the services we provide and our most recent achievements. We may also let you know about ways you can support us and ask for donations or support. We will only contact you using the communications preferences you have given us. If you opt-in and then later change your mind, that is fine.

You just need to let us know by emailing info@talkingforward.co.uk or calling [0333 5770 599](tel:03335770599).

We will never rent, sell or share personal details to other organisations for use by them in their own direct marketing activities. However, if we run an event in partnership with another named organisation, your details may need to be shared with them. We will be very clear what will happen to your data when you register.

Service users

When individuals are referred to us for our services, we will receive personal information, this may include name, address, phone number, email, date of birth, medical and criminal offence data, as well as other relevant information to enable us to commence work with the individual(s).

Personal information may also be collected directly from individuals in the course of the engagement with us, in order to provide as full a picture e.g. for assessment purposes.

All personal information collected for the purposes of engagement with service users is treated with the utmost sensitivity and care, and subject to stringent data security protocols.

HOW DO WE USE THE INFORMATION WE COLLECT FROM YOU?

- To provide you with information, services or products that you have requested or which we feel may interest you
- To provide key services for preventing child sexual abuse
- To enable us to support you in our work with you
- To evaluate and improve the services we provide
- To allow you to interact with our website
- To make our marketing campaigns more targeted and relevant to potential donors and clients
- To conduct prospect research
- To promote our activities
- To assess your suitability as part of our recruitment process

Our lawful basis for processing

Under data protection legislation we must be clear with you what is our lawful reason for processing your data. While there are a range of lawful reasons to process your data, in the main we have identified legitimate interest as our main basis. This is explained below.

Legitimate interest. Through the operation of our helpline, our fundraising and marketing, service delivery and our public awareness campaigning, Talking Forward process your data to conduct its core activity in its mission.

Consent. This is where we have asked for your permission to use your personal data in a specific way, and you have agreed - for example marketing.

Contract. We may process your personal data as part of an agreement you have with us to deliver a service to you.

Legal obligation. We may collect or share your personal data where we are required to do so by law. This can be as part of our responsibilities to fulfil regulatory requirements (e.g. The Charity Commission) or as part of financial audit regulation.

Vital interests. We may have to process your data if that is necessary to protect someone's life, for example when we become, or are made aware of a risk to someone's health during any interaction with you.



Public task. We process data at times in the public interest, for example by sharing data with public bodies about number of calls received or visits to our websites.

Cookies and similar technologies: Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Services. To opt out of interest-based advertising by advertisers on our Services visit <http://www.aboutads.info/choices/>.

If you have questions or comments about your privacy rights, you may email us at info@talkingforward.co.uk.

FOLLOWING LINKS TO THIRD PARTY WEBSITES

Our websites may include links to other websites of interest, not owned or managed by Talking Forward. We try our best to only link to reputable websites; however, once you have used these links to leave our site, we cannot be held responsible for the privacy of data collected by sites not managed by us, nor can we accept responsibility or liability for those policies. For this reason, you should always look at the privacy statement applicable to the website in question.

OPTING-IN TO RECEIVE INFORMATION FROM US

We have moved to an 'opt-in only' communications policy. This means that we will only send communications to those that have explicitly stated that they are happy for us to do so via their preferred channel(s) (email, phone or post). This includes our referral process with police forces.

Our communications include information about our latest achievements, campaigns and activities, and the services we provide. If you would like to receive such communications but have not opted-in please contact us by email info@talkingforward.co.uk or calling [0333 5770 599](tel:03335770599)

When you donate to us, we will ask you to complete a communications preference form. If you sign up for updates through our website, we will communicate by your preferred method and periodically ask you to confirm your preferences.

If you contact us, we may keep a record of that correspondence. We will mainly use your data to:

- Provide you with the information or resources you asked for
- Administer your donation or support your fundraising efforts, including processing gift aid, and thanking you for your support
- Keep a record of your relationship with us and keep you up to date with news and information
- Ensure we know how you prefer to be contacted
- Understand how we can improve our services and information
- We may also use your personal information to detect and reduce fraud and credit risk
- To support research and development in this area.

HOW WE WILL CONTACT YOU

We will contact you in the way you have specified. If you want to change your contact preferences please email info@talkingforward.co.uk or calling [0333 5770 599](tel:0333 5770 599)

HOW WE HANDLE YOUR DATA AND KEEP IT SAFE

We will never rent, sell or share personal details to other organisations for use by them in their own direct marketing activities. We ensure that there are appropriate technical controls in place to protect your personal details. For example our network is protected and routinely monitored. The areas where data is held are behind a password protected wall with limited access by Talking Forward facilitators only.

We may, for financial or technical reasons, from time to time need to use the services of an internet services provider located outside of the European Economic Area. However, we shall ensure that your personal information will be held by those internet service providers in compliance with European data protection regulations. By submitting your personal information to our website, you agree to this transfer, storing or processing at a location outside the European Economic Area. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

In cases where we use external websites provided by other organisations such as Twitter or Facebook, then we would ask you to consult their privacy policies.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or in order to enforce or apply our terms of use for this website or other agreements; or to protect the rights, property or safety of Talking Forward our donors or others. This includes exchanging information with other companies and organisations for the purposes of fraud detection and protection.

We may also collect non-personal data such as aggregated data, which is data that may be obtained from your personal data, but which does not directly or indirectly identify you. This may include usage data detailing how you use our website and the features and areas that you have interacted with.

Controlling the use of your data

Where we rely on consent as the lawful basis for processing your data, you can revoke or vary that consent at any time.

Security

The transmission of information via the internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk.

We have put in place security measures to prevent your data from accidental, loss or disclosure. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

In the event of a data breach, we will notify the ICO and you in the event that the breach results in any likelihood of loss or damage to you.

Data retention

The length of time that we retain, and store data depends on the purpose for which it was collected. We will only store data for as long as is required to fulfil that purpose, or for the purpose of satisfying legal requirements.

It is a legal requirement that we keep certain data about our customers and suppliers for at least seven years. The type of data includes contact, identity, financial and transaction data.

Where you have requested that we provide you with marketing materials we will retain your data until such time as consent is withdrawn by you.

Your rights

The GDPR gives you a range of rights in relation to the personal data that we collect from you. You have the right to:

- (a) Access your personal data. This right is commonly known as the '[data subject access request](#)' and enables you to receive a copy of the personal data we hold about you. You will not need to pay a fee to access your personal data unless we can justifiably demonstrate that the request is repetitive or excessive. We will respond to all legitimate data access requests within one month. If there are any discrepancies in the information we provide, please let us know and we will correct them. Please email info@talkingforward.co.uk to request a subject access request.
- (b) Request update of the personal data. This enables you to have any incomplete or inaccurate data corrected.
- (c) [Correction or erasure of your personal data](#). This enables you to ask us to delete personal data where there is no justifiable reason for us continuing to retain and process it. We may not always be able to delete the data such as if there is an ongoing contractual relationship between us or if we are legally required to retain the data. Please email info@talkingforward.co.uk to request correction or erasure.
- (d) Object to processing of your personal data where we are relying on consent or our legitimate interests (or those of a third party) as the justification for processing the data.
- (e) Restrict, or stop, the processing of your personal data. This enables you to ask us to change the processing of your personal data. For example, the processing of your donation.
- (f) Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, machine-readable format.



(g) Withdraw consent. Where we are relying on consent to process your personal data you may withdraw that consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You can exercise these rights at any time by writing to us at the address detailed below, or by email to info@talkingforward.co.uk For other information, please see guidance available via the Information Commissioner's Office.

If you want to access your information, please send a description of the information you want to see and proof of your identity (certified copy of passport, driving license or birth certificate) by post to C.Lacey, Talking Forward Ltd, Britannia Chambers, 4 Oxford Pl, Leeds LS1 3AX, Leeds, West Yorkshire. So that we know we only provide the personal data to the right person, we do not accept these requests by email or telephone.

Complaints

If you wish to raise a complaint regarding our use of your personal data then you can contact the [Information Commissioner's Office \(ICO\)](#), which is the UK supervisory authority for data protection issues. (www.ico.org.uk).

If you do wish to raise a complaint then we would welcome the opportunity to discuss your concerns before you contact the ICO to see if we can resolve the issue for you. In such a case, please contact Talking Forward via the contact details in the above paragraph.

Changes to this policy

We reserve the right to make changes to this privacy policy from time to time. Each time you visit this site you should check this privacy policy to check that no changes have been made to any sections that are important to you. If we make significant changes in the way we treat your personal information we will make this clear on the Talking Forward website and/or by contacting you directly.

If you have any questions, comments or suggestions, please let us know by contacting us on info@talkingforward.co.uk.

This policy was updated on 2nd March 2023.