



# Data Protection information

## Fair Processing Notice

### What does Catch22 do?

Catch22 is a national organisation that works across England and Wales delivering services in a variety of settings. These include schools, colleges, social care, victim services, family support, prisons, apprenticeships and employment support.

We have been around for over 200 years and our focus is about making a difference to people by delivering our 3 'P's – having good people around, having a good place to live/study/work, and having good purpose in life. Different services will focus on different aspects but we aim to address those three elements to support people to thrive.

<b>What does this service do?</b>	Victim First is a free, independent and confidential support service for victims and witnesses of crime, in Leicester, Leicestershire and Rutland. We support victims and witnesses of all ages through offering emotional support, practical support, advocacy and signposting to other support services for more specialist provision.
<b>What information do we collect and why do we need it?</b>	<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"><li>• Full name</li><li>• Date of Birth</li><li>• Address</li><li>• Contact number</li><li>• Email address</li><li>• Crime type</li><li>• Crime details</li><li>• Parent/Carer details (if you are 13 years old or under)</li></ul>

27 Pear Tree Street London EC1V 3AG

T 020 7336 4800 F 020 7336 4801 E [info@catch-22.org.uk](mailto:info@catch-22.org.uk) [catch-22.org.uk](http://catch-22.org.uk)

Patron: HRH The Princess Royal Catch22 Charity Limited Registered charity no. 1124127

Registered office: 27 Pear Tree Street London EC1V 3AG Company limited by guarantee Company number 6577534

	<p>We may ask you to give us some more sensitive information (also known as ‘special category data’) like your gender, age, ethnicity, sexual orientation, religion and/or any disabilities. We will explain to you why we need this information and you can refuse to give it if you do not wish to do so.</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 or through Victim First.</p> <p>We will not share this information with others without your explicit consent.</p> <p>The information we hold and process will be used by our staff for providing you with support and we will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately. Your information is collected and used whilst you receive support from Victim First. We will hold your data for a period of time after your support ends with us unless you tell us otherwise. This is so that if you choose to return for further support you will not have to tell us all of the information again.</p>
<p><b>What law applies and which bits set out the legal basis for us to collect and hold your personal information?</b></p>	<p>The two main pieces of law that apply are:</p> <ol style="list-style-type: none"> <li>1. The EU General Data Protection regulation 2016 (also known as GDPR), and</li> <li>2. The Data Protection Act 2018</li> </ol> <p>We do have to have a legal basis for processing your information and this is:</p> <ul style="list-style-type: none"> <li>• Public task (GDPR Article 6.1e)</li> <li>• Performance of a contract (GDPR Article 6.1b)</li> </ul>

	<ul style="list-style-type: none"> <li>• Individual consent (GDPR Article 6.1a)</li> </ul> <p>The ‘special category data’ that we collect has to meet even more of a legal test and our legal basis for collecting this is:</p> <ul style="list-style-type: none"> <li>• Explicit consent (GDPR Article 9.2a).</li> <li>• Law (GDPR Article 9.2.g)</li> <li>• Provision of health or social care (GDPR Article 9.2.h)</li> <li>• Section 10(3) of the Data Protection Act 2018 by virtue of Schedule 1 Part 2 (18) as the processing is necessary for the safeguarding of children and individuals at risk.</li> </ul> <p>The Information Commissioner’s Office has given further guidance that sets out when these conditions can be used as the legal basis for processing your information and this can be supplied to you if you wish to see it.</p>
<p><b>Where did we get your data from?</b></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"> <li>• Leicestershire Police</li> <li>• Action Fraud</li> <li>• Sentinel</li> <li>• British Transport Police</li> <li>• Other support organisations</li> </ul>

	<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><b>Who will we share your information with?</b></p>	<p>Where we wish to share any information to help us support you with any other agencies, we will only do this with your consent.</p> <p>(We may have to share information if we are legally obliged to do so, for example where we have serious concerns about your safety or that of someone else associated with you. In these cases we would share the relevant information with safeguarding organisations (Social Service, the Police or any other Emergency Service) if you or anyone else is at risk of harm. We will only share information where the law allows.).</p> <p>Your information is held on the Victim First Niche Case Management System. Only Victim First has access to this information.</p>
<p><b>How long will we hold on to your information for?</b></p>	<p>We will only hold on to you information for as long as permitted and depending on the type of service you have received from Victim First. If you declined support, we will delete your details within 6 weeks. We will hold your data for a period of time after your support ends with us unless you tell us otherwise. This is so that if you choose to return for further support you will not have to tell us all of the information again. Sometimes there may be legal reasons we have to retain the information for a longer specified period of time and there may also be circumstances where it is appropriate within legal and best practice requirements to retain the information for a longer period but you will be informed of this.</p>

**What happens if the information in the records is wrong?**

You will need to be specific about what information you think may be wrong and why, along with what you think we should do to correct it. If we cannot amend your record in the way you would like, we will explain the reason for this. We will always mark disputed records to show that the record is disputed. You will be able to see a copy of your amended record.

**What rights do you have over the information that we hold on your behalf?**

You have a number of rights over your data that we are required by law to uphold. You have the following rights:

- **The right to be informed** - how we will use your information
- **The right of access** – how to access information we hold about you
- **The right to rectification** – request that information that is held about you and is inaccurate or incomplete be rectified
- **The right to erasure** – requests that under special circumstance information held on you may be removed or deleted if applicable
- **The right to restrict processing** –Block or suppress processing of information about you
- **The right to data portability** - Obtain and re-use information held about you for your own purposes across different services if applicable
- **The right to object** - Object to processing of information about you
- **The right to withdraw consent** - at any time where your information is being processed based on that consent.
- **The right to lodge a complaint with the Information Commissioners Office (ICO)**

If you would like to request a copy of the information we hold about you, please contact [DPO@catch-22.org.uk](mailto:DPO@catch-22.org.uk)

If you think the information we hold on you is wrong, please contact us on [DPO@catch-22.org.uk](mailto:DPO@catch-22.org.uk) .

If you have any questions about this privacy policy or of our treatment of your personal data, email [dpo@catch-22.org.uk](mailto:dpo@catch-22.org.uk) or write to:

Data Protection Officer  
 Catch22  
 27 Pear Tree Street



London  
EC1V 3AG

If you feel we have not processed your data correctly and in accordance with GDPR and the Data Protection Act 2018, you have the right to make a complaint to the Information Commissioners Office (body that regulates Data Protection). Please visit

<https://ico.org.uk/> or call **0303 123 1113** in order to lodge a complaint with the regulator.

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