

Domestic Abuse Support Services in Kent & Medway Website Privacy Notice

Last Updated: 25th June 2018

This notice explains what personal data (information) we hold about you, how we collect, how we use and may share information about you. We are required to give you this information under data protection law.

Who we are?

Kent County Council (KCC) collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

The Kent and Medway Domestic Abuse Services website provides a single point of contact for victims, professionals and others affected by domestic abuse and provides signposting. The website offers generic advice and detailed information on local Domestic Abuse support services, as well as access to other forms of support.

Personal information we collect and use

Information collected by us

In the course of providing the contact function of the Domestic Abuse Support Services for the Kent & Medway website, we collect the following personal information when you provide it to us:

- Name
- Contact details (email address and telephone number)
- Personal details/circumstances voluntarily disclosed (details of incidents etc)

How we use your personal information

We use your personal information to respond to contacts you make with us via the website. The website does not use cookies.

How long your personal data will be kept

We will hold your personal information for 1 month after we have responded to your enquiry, unless there is a safeguarding concern whereby we will keep the details for 6 years, after which, it will be permanently deleted.

Reasons we can collect and use your personal information

The lawful basis on which we collect and use your personal data is that 'processing is necessary for the performance of a task carried out in the public interest'.

Who we share your personal information with

We will not routinely share your personal data.

As highlighted above, where there is a need to share your details for signposting or referral purposes, we will discuss this with you beforehand for your consent.

We will share personal information with law enforcement or other authorities if required by applicable law.

Your Rights

Under the GDPR you have rights which you can exercise free of charge that allow you to:

- If we rely upon your consent, you can withdraw it at any time
- Know what we are doing with your information and why we are doing it
- Ask to see what information we hold about you
- Ask us to correct any mistakes in the information we hold about you
- Object to direct marketing
- Make a complaint to the Information Commissioners Office

Depending on our reason for using your information you may also be entitled to:

- Ask us to delete information we hold about you
- Have your information transferred electronically to yourself or to another organisation
- Object to decisions being made that significantly affect you
- Object to how we are using your information
- Stop us using your information in certain ways

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties. Please note: your request may delay or prevent us delivering a service to you.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under the General Data Protection Regulation.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who to Contact

Please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, Benjamin Watts, directly at dpo@kent.gov.uk or you can write to the Data Protection Officer, Sessions House, Maidstone, Kent ME14 1XQ.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 0303 123 1113.

For further information visit <https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>