

# Shore Privacy Policy

## Introduction

Shore is run by the Lucy Faithfull Foundation (LFF). LFF is a charity committed to child protection and puts safety at the heart of our organisation. This includes the use of any of your personal information. We are committed to protecting your information and will be clear with you about how and why we are using it. We follow all current data protection law across all of our work.

## What is a privacy policy?

A privacy policy explains what personal information we collect from you, how we use it and what your rights are. If you have any questions you can contact Sian Meader, our Data Protection Officer at [SMeader@lucyfaithfull.org.uk](mailto:SMeader@lucyfaithfull.org.uk).

## Why is it important?

There are laws in place in the UK to protect people's information and privacy. UK General Data Protection Regulation (GDPR) is the law that sets out the rules around what information organisations can **collect, process and store**.

## Some definitions:

Personal data is any information that can be used to identify you. This could include your name, date of birth, address, phone number or email.

Data collection is the process of gathering information. One way this can be done is by asking you to complete a questionnaire or fill in a referral form.

Data processing is anything an organisation does to the data they have collected, for example organising it, recording it or using it in any way.

Data storage is the way an organisation records or holds information they have collected, usually on a computer.

## Why do we collect your personal information?

We collect your information so that we can work with you, look at ways we can improve our services, make sure our services are accessible to anyone who needs them, get your views about our resources or to help us to research our area of work.

Under UK GDPR, we are allowed to collect, process and store your personal data in order to deliver the aim of our charity: to prevent child sexual abuse.

## What information do we collect from you?

### Cookies:

Cookies are small text files that can be used by websites to improve a user's experience and gather data about how the site is being used. The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies, we need your permission.

When you first open Shore, you will be asked to set your cookie preferences. You can change or withdraw your consent from the Cookie Declaration at any time by clicking the cookie icon in the bottom left of your screen.

All data we collect through Cookies is anonymous – this means that we do not collect any personal information and **Cookies do not let us identify individual users of the website.**

Shore uses different types of cookies. Some cookies, called 'necessary cookies' are needed to make the website function. Our optional cookies let us record information about users' behaviour on the site (for example, which pages users visit and how much time they spend on different sections). This helps us to measure how Shore is being used and make improvements to the site.

Some cookies are placed by third party services that appear on our pages. To understand more about the cookies you have selected, please see here: <https://shorespace.org.uk/cookies/>

### Information gathered from the chat and email service:

Before starting a chat with us or sending us an anonymous email, we will ask you some basic questions about yourself, including your name or nickname, age, gender, country and where you heard about us. We will also ask you how you are feeling and how you feel about yourself. This information helps our advisors to give you the best possible support.

The information you share with us in your chat or email is stored, anonymously and confidentially, on our secure database. No advisor can see your personal information. We may use this information to evaluate our service or conduct research, to make sure that we are providing the best possible support for young people.

### Information from the Have your Say page:

If you would like to share your feedback, submit your story or ask a question, you can submit an email on our Have Your Say page. This is not a confidential or anonymous service. This means that, unlike on our anonymous email page, when you email us on the Have Your Say page, we can see your email address. If you give us consent, we may share your questions, story or feedback on Shore.

We may also use the information you share to conduct research or evaluate our service.

## **Who we share your personal information with?**

We sometimes work with other organisations, like universities, to help us research how well we are doing. We may also publish our research. We always anonymise any personal information, by changing or removing the names and personal details, so you cannot be identified in any research.

Our email and chat services are completely anonymous. You don't have to give us your full name or any other details that will identify you.

If we become aware of identifying details (like your full name or contact details) and you tell us something that makes us worried that someone (including yourself) is at risk, we have to pass this information on to the relevant authorities so that everyone is safe.

If we become aware of a crime that the police don't already know about (and you have given details that tell us who you are) we will need to share that information with the police. We will always try to tell you before we share any information, where possible.

## **How long do we keep your personal information?**

We will securely store your personal information for up to ten years from the last time we speak to you. After this, all personal information will be deleted.

At that time, we will review the non-personal data to see if it is still useful for research purposes and we will decide on whether to extend the retention period or permanently delete them.

## **How we keep your data safe?**

We take the security of your information very seriously. We keep your personal information on the Lucy Faithfull Foundation network and have internal policies to make sure we do not lose your data, share it with anyone who should not see it or misuse it in any way. We have secure and confidential ways to delete the data we store when we no longer need it.

You have the right to:

- a. Ask us to provide you with all the information we hold on you and we will reply, for free, usually within a month
- b. Ask us to change information you think is wrong
- c. In some cases, you can ask us to delete all the data we hold on you
- d. Ask us to move your information to you or to another organisation in an easy to read format
- e. Ask us to stop using your information, or ask us to only use it in a certain way.
- f. To contact the information commissioner's office directly via their website [www.ico.org.uk](http://www.ico.org.uk) or 0303 123 1113.



## Who to contact for more information?

You can write to:

Ms Sian Meader  
The Lucy Faithfull Foundation  
Nightingale House,  
46-48 East St,  
Epsom  
KT17 1HQ

or email at [dataprotection@lucyfaithfull.org.uk](mailto:dataprotection@lucyfaithfull.org.uk)

If you want to access personal information we hold, please submit a **subject access request** at: <https://www.lucyfaithfull.org.uk/subject-access-request-form/>

You will need to provide a description of the information you want to see and proof of your identity (certified copy of passport, driving license or birth certificate).