Welsh Women's Aid Privacy Notice for Live Fear Free Helpline

This Privacy Notice explains how the Live Fear Free Helpline, a service managed by Welsh Women's Aid (WWA), will use your personal information, who it will be shared with, and why.

1.1. Safety – please be aware of who can access your phone or other device

Some perpetrators of abuse find ways to monitor what their partners are doing online, for example, by installing spyware onto a phone or other device. If you suspect anyone else can see what you are doing on the device you are currently using, please use another phone that you know is safe to contact us using one of the following methods:

Phone: 0808 80 10 800

Text: 0786 00 77 333

WhatsApp: 07860 077333

Email: info@livefearfreehelpline.wales

Webchat: https://gov.wales/live-fear-free/contact-live-fear-free

1.2. Will anyone else see my information?

The Live Fear Free Helpline is a confidential service, and we will not be able to identify you using your information upon initial contact. We won't share any information you give us with a third party unless you consent to this, for example, to access refuge.

In rare circumstances, we may be authorised to identify you using your contact details for safeguarding purposes using an exemption to data protection law. We will only access such information if we believe there is a serious risk of harm to you or others, or where a child is believed to be at risk of harm. We will never use it for any other reasons except to contact trusted professionals and/or local authorities with your safety in mind.

1.3. What information do we collect?

Our digital calls system, Call Handling, automatically records phone numbers and IP addresses, and our digital mail system records emails, used to contact us. Access to this information is restricted and will only be accessed for safeguarding purposes as set out in Section 1.2 of this Privacy Notice.

We also store audio recordings of calls, and transcripts of calls, texts, emails, and webchats. Audio recordings of calls may be used for monitoring and/or training purposes. Whilst we don't actively seek to collect any specific personal information about those seeking support from the Helpline, you should consider that notes of the information you provide during your call, text, email, or webchat will be stored. This could include personal information or special category data should you choose to disclose it whilst seeking support.

In addition, you may choose to provide some or all the following personal information, some of which is considered special category data, for equality monitoring purposes:

- Your gender
- Your ethnicity
- Your first language
- Your religion
- Your marital status
- Your sex
- Whether your gender identity is the same as the gender you were assigned at birth
- Your sexuality
- Whether you are a sole carer for a child or relative
- Your age
- Your nationality
- Your immigration status
- Whether you have any form of disability

This information is anonymised and will not be linked to you.

1.4. Why do you collect information about me?

Although we aim to anonymise information to ensure it remains confidential, there may be occasions where we process your personal data. Under GDPR, WWA needs a lawful basis for processing your data. Our reasons for processing your data include one or more of the following:

- Consent: you have given clear consent for your personal data to be processed for a specific purpose, for example, you have consented to us sharing your information with refuge to access their services.
- Legitimate Interests: the processing is necessary for our legitimate interests, for example, to help us to achieve our charitable aims and objectives, or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. Whenever we use the 'legitimate interest' as the lawful basis for processing, we make sure that we consider your rights and interests, and we will not process your personal information if we feel that there is an imbalance.
- Vital Interests: the processing is necessary to protect someone's life.
- Not-for-profit bodies: the processing is carried out in the course of the helpline's legitimate activities with appropriate safeguards and the processing relates solely to the members, former members or to persons who have regular contact with the helpline in connection with its purposes.

1.5. Where is my information stored and who is it shared with?

All information is held within the Live Fear Free Helpline team and remains confidential. It is only accessible to the Live Fear Free Helpline team and the Research & Evaluation team. Any further sharing internally with postholders in Welsh Women's Aid who require the information to carry out their roles is done so anonymously.

Electronic information is stored on our call and data handling systems, Airtable, and in Microsoft SharePoint. Email referrals are password-protected, stored in Microsoft Outlook, and subject to regular auditing and deletion. WWA is certified under the Cyber Essentials scheme. For more information on this, please visit https://www.cyberessentials.ncsc.gov.uk/ or contact DataProtection@welshwomensaid.org.uk.

1.6. Can I have a copy of my data?

Although we try to keep information confidential and anonymised, we may process personal data if it is disclosed to us. Anyone accessing the Live Fear Free Helpline may request a copy

of any saved transcripts and/or notes we've written in relation to your contact via a Subject Access Request. For safety purposes, you will need to email info@livefearfreehelpline.wales and verify your identity before we can release your notes.

1.7. How long will you keep my information?

Audio recordings of calls are held for 18 months. We will keep all other information for up to six years in case you contact us again for any further information, or the information is required as evidence. If you mention a child that is clearly identified, we will keep this record until the child is 25.

To see a copy of the retention section of our Confidentiality, Data Protection, and Information Sharing Policy, please contact dataprotection@welshwomensaid.org.uk.

1.8. What are my rights?

You have the right to:

1. Know how your personal information is being collected and used
2. Ask to see information about that is held by WWA (also known as a Subject Access Request)
3. Have information about you changed if it is not correct
4. Ask to have the information we hold about you erased
5. Restrict the processing of some or all of your information if it is deemed to be inaccurate or we are not lawfully allowed to use it
6. Have your information transferred to you or a third party in a structured, commonly used, electronic form so it can be easily transferred
7. Submit a complaint
8. Question any automated decisions made about you

To exercise any of these rights, please contact dataprotection@welshwomensaid.org.uk.

If you are unhappy with the way your request is handled or disagree with a decision made by WWA regarding your data, you can submit a complaint. In these circumstances you can contact the Data Protection team and request a review of the decision by emailing dataprotection@welshwomensaid.org.uk.

If you are not satisfied with any outcome from the Data Protection team, you may wish to apply to the Information Commissioners Office at:

The Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)