CIRCLES UK PRIVACY NOTICE: THE CIRCLES UK WEBSITE AND ENQUIRIES VIA WEBSITE, EMAIL OR PHONE

Circles UK is the umbrella charity for Circles of Support and Accountability in England and Wales. This Privacy Notice explains how we use any personal information that we collect about you when you contact us via this website or by email/phone/letter. Circles UK are your data controller for the purposes of the General Data Protection Regulations and Data Protection Act 2018.

What information do we collect about you?
We collect information about you when you complete an enquiry form on the Circles UK website, or when you contact us by telephone, email or post. We will keep a record of the information you provide to us, which may include your name, the capacity in which you are contacting us and your contact details (email address, phone number or address, depending on how you have contacted us). If your enquiry is complex, we may keep a copy of your full enquiry and our response, but usually we will just keep a summary of the main points of your enquiry and our response. We will only record as much information as is necessary for us to respond to your enquiry effectively.

When you use this website, our use of cookies may also collect your personal data. Please see our Cookies Notice for more information.

Who will your information be shared with?
If you select a local area when you complete our website enquiry form, your enquiry will automatically be shared with the organisation providing Circles in that local area so that they can respond to your enquiry.
If you provide information which suggests a child or adult is at risk, or an offence has been committed which the Police are not aware of, we will share your information with the appropriate authorities (e.g. Police, Children’s Services).

How will we use your information?

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Lawful basis for processing</th>
<th>Condition for processing special category and criminal offence data*</th>
</tr>
</thead>
<tbody>
<tr>
<td>To effectively fulfil a query or request for services</td>
<td>Our legitimate interests, to provide information about Circles</td>
<td>Substantial Public Interest, for the provision of support and advice provided confidentially.</td>
</tr>
<tr>
<td>To alert statutory authorities of a child or adult at risk of</td>
<td>The legitimate interests of a third party, to safeguard</td>
<td>Substantial Public Interest, for the safeguarding of</td>
</tr>
</tbody>
</table>
harm

individuals from sexual harm.

children and of individuals at risk.

To track your use of our website and enable registered users to access the members area (please see our Cookies Notice).

Our legitimate interests, to support the function of our website and understand how visitors use our site.

Not applicable

* You are not required to give us any sensitive personal information, for example about your criminal offences, or physical or mental health. Please make sure that you do not give us information that you are not happy for us to use in the ways we have described. If you are contacting us about somebody else, please do not share their personal or sensitive information with us without their agreement.

How long will we keep your information?
We will keep a record of your information for six months after we have responded to your enquiry.
If we have had reason to share your information with the authorities, we will keep your information for two years. After this time your information will be deleted.

Transferring your information overseas
We will not transfer your information outside the jurisdiction of the EU.

Your rights
You have the right to ask for a copy of the information that we hold about you: you can request a copy by contacting Circles UK.
We want to make sure that your personal information is accurate. You may ask us to correct, remove or restrict processing of your information if you think it is inaccurate. You can also object to our processing of your information.
If you want to act on these rights, please contact Circles UK.
If you are unhappy with the way we have handled your data you have the right to contact the Information Commissioner’s Office.

Changes to our privacy policy
This privacy policy was last updated on 24th May 2018. We keep our privacy policy under regular review. We will place any updates on this web page.

Contact Circles UK by email: info@circles-uk.org.uk  phone: 0118 9500068  Post: Abbey House, Abbey Square, Reading RG1 3BE.