

# Ormiston Families Stars' Privacy Notice

Ormiston Families is a registered charity working on the East of England to take early and preventative action to create safe, healthy, and resilient families. Stars is a children's bereavement support service provided by Ormiston Families for young people finding it difficult to cope with the loss of someone significant in their life.

For the purposes of the data processing described in this statement, Ormiston Families act as the Data Controller unless otherwise stated. Throughout this Privacy Notice we refer to 'you.' If you engage with us on behalf of your family, we are referring to both you and your family.

This document sets out key information about how Ormiston Families Stars service uses and protects any data that you provide us when you use our services. This should be read in conjunction with our organisational privacy notice available [here](#).

We are committed to ensuring that your privacy is protected. Where we process your data, you can be assured that it will only be used in accordance with this privacy statement.

## How we collect data from you

We collect information about you when a referral is made to our service, when you contact us for advice or information, or when a donation is made.

## What information do we collect?

The table below sets out what personal data we process, our purpose for doing so, our lawful justification and how long we keep it for:

| What personal data we process?  | Our purpose for doing so  | Our lawful justification  | How long we keep it for |
|---|---|---|-------------------------|
| Name, title, email address, postal address, telephone number  | We process your personal information so that we can: <ul style="list-style-type: none"> <li>provide you with information requested,</li> <li>for administration purposes,</li> <li>to contact you.</li> </ul> | UK GDPR Article 6(1)(f) – the processing is in our legitimate interests in order to carry out administrative tasks  | 6 years                 |
| Name, address, contact details, and job title, employer details, where applicable   | When you make a referral for yourself, or another person, we will process your information, and the details of the individual being referred, in order to act upon the referral received.                     | UK GDPR Article 6(1)(f) – the processing is in our legitimate interests in order to act upon the referral received.   | 6 years                 |
| Name, contact details, health, social care, and counselling records, as well as details relating to your gender ethnicity, and SEND | In order to offer you accessible and appropriate counselling and support.   | UK GDPR Article 6(1)(f) – the processing is in our legitimate interests in order to provide our services to you.<br><br>UK GDPR Article 9(2)(h) – the processing is necessary for the provision of healthcare where we provide our counselling services to support you. | 6 years                 |

## Who will we share personal data with?

Where information is used for the reasons listed above, we may need to share the information about you with other organisations. This will include:

| Who we share your information with                          | The purpose for sharing it  | Our justification for sharing  |
|---|---|--|
| Your school   | We may need to share minimal data with your school in order to arrange counselling sessions | For the school to facilitate counselling sessions, if the parent or client (over the age of 16) has given permission   |
| The referrer (school, parent, statutory services, GP, etc.) | To update them on the progress of referral/counselling intervention.                        | No content of sessions is shared, but the referrer might be updated on the stage the client is at (e.g. initial assessment or counselling start and end dates) |
| Other counselling services                                  | Referral to another organisation for additional support                                     | Client needs alternative or additional therapeutic intervention  |
| Local Authority   | To refer any concerns about a child or adults' safety and welfare.                          | To safeguard children and adults.  |
| Sub-processors providing IT support                         | To enable us to store and process data in order to provide our service to you               | To utilise technology to help us to provide the best more effective service possible.  |

## International Transfers

In limited and necessary circumstances, your personal information may be transferred outside of the United Kingdom. Where such transfers occur, we will assure that adequate safeguards are in place to protect your data either through appropriate contractual arrangements or another appropriate transfer mechanism as required by law.

## Marketing

We may contact you over the telephone or by post to provide you with relevant updates about Ormiston Families Stars service and the work we do. If you do not wish to receive this information, then please contact us using the details below.

We may also, where we have your consent, contact you via SMS or e-mail to provide you with updates about Ormiston Families' Stars service. You can withdraw your consent for receiving this information at any time. If you wish to do

so, please follow the unsubscribe links in the message received, or contact us using the details below.

Please note, opting out of marketing does not remove the ability for Ormiston Families' Stars service to contact you regarding general correspondence related to the service we provide to you.

### Data Subject Rights

You have a number of rights which may be applicable in relation to your data depending on the circumstances of the processing.

These rights are:

- the right of access
- the right to rectification
- the right to erasure
- the right to restrict processing
- the right to data portability, and
- the right to object

Where we are processing your data under the lawful basis of consent, you have the right to withdraw your consent.

To exercise any of your rights, please contact the Privacy Officer:  
[privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk)

You can also find more information about your rights on the [ICO website](#).

### Contacting Us

Please contact us if you have any questions or complaints in relation with this notice or the information we hold about you:

- by email: [privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk)
- by phone: 01223 292276
- by post: Ormiston Families Stars, Greenhouse Farm Bungalow, Newmarket Road, Teversham, Cambridge, CB5 8AA