



# Family Link



**Our mission: The provision of leisure opportunities for children and young adults with disabilities.**

## **Client Data Protection and Privacy Policy**

### **Introduction**

Family Link is committed to protecting the privacy and personal data of all children, young people, parents/carers and families who use our services. We recognise the importance of handling personal information responsibly, lawfully and securely.

This policy explains how Family Link collects, uses, stores, shares and protects personal data in accordance with:

- The UK General Data Protection Regulation (UK GDPR); and
- The Data Protection Act 2018 (as amended).

This policy should be read alongside our Safeguarding and Child Protection Policy.

### **Who We Are**

Family Link is the data controller for the personal data it processes. This means we decide how and why personal data is used.

If you have any questions about this policy or how your information is used, you can contact us via the contact page on our website.

### **What Personal Data We Collect**

We may collect and process the following types of personal data about clients:

- Names, addresses, email addresses and telephone numbers
- Date of birth and age
- Emergency contact details
- Attendance records for activities, clubs and schemes
- Information provided by parents/carers about children and young people
- Health, medical, disability and additional needs information (where necessary)
- Safeguarding and welfare information
- Photographs and videos (with appropriate consent)



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Some of this information is special category data, which we handle with additional care and security.

## How We Collect Information

We collect personal data:

- Directly from parents, carers, children and young people
- Through registration forms and consent forms
- Via our website, email, telephone or in person
- Via referrals by professionals or partner organisations where appropriate and lawful

## Lawful Bases for Processing

We only process personal data where there is a lawful basis under UK GDPR. These include:

- **Legal obligation** - where we are required to process data by law
- **Vital interests** - to protect someone's life or wellbeing, including safeguarding
- **Public task** - where processing supports functions in the public interest
- **Legitimate interests** - to run our charity and deliver services safely and effectively
- **Consent** - where required, such as for photographs or marketing

We do not rely on consent where another lawful basis is more appropriate, particularly in safeguarding situations.

## How We Use Personal Data

We use personal data to:

- Provide services, activities and support
- Ensure the safety and wellbeing of children and young people
- Communicate with families about services and activities
- Meet safeguarding, legal and regulatory obligations
- Maintain accurate records
- Improve our services



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## **Children and Young Peoples's Data**

Family Link works directly with children and young people and takes extra care when processing their data. We:

- Only collect information that is necessary
- Use information in a way that prioritises safeguarding
- Seek parental/carer consent where required
- Ensure staff and volunteers understand their responsibilities

## **Sharing Personal Data**

We will only share personal data where it is lawful and necessary. This may include sharing with:

- Parents or carers
- Local authorities, social care or safeguarding partners
- Health or education professionals
- Regulators or funders where required

Information is shared on a need-to-know basis and in line with safeguarding guidance. Where appropriate, data sharing agreements are used.

## **International Transfers**

Family Link does not routinely transfer personal data outside the UK. If this becomes necessary, we will ensure appropriate safeguards are in place in line with UK GDPR.

Infoodle is a comprehensive, web-based management system designed specifically for nonprofit organisations, churches, and community associations. Built with a strong focus on people and purpose, Infoodle offers a customisable and versatile database that brings together all your administrative needs—from communication and donor management to fundraising and event coordination—into one intuitive platform.

Positioned in the Community and Event Management category, Infoodle is purpose-driven and developed with a deep understanding of the charity sector. It enables organisations to simplify daily operations, streamline workflows, and maintain a single source of truth for all their data. Whether you run a small charity or a larger faith-based entity, Infoodle is built to scale with your evolving needs while remaining easy to use even for those with limited technical expertise.



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The platform combines key functionalities that empower organisations to focus on their mission rather than getting bogged down by complex administrative tasks. Its cloud-based structure ensures that your data is accessible from anywhere, facilitating remote work and enabling rapid decision-making. Infoodle's seamless integration with essential add-ons, such as online accounting software, further simplifies financial management and donations receipting.

## Key Features and Benefits

- **Centralised Management:** Consolidate contact records, fundraising details, event data, and volunteer information all in one place.
- **Customisable Modules:** Tailor the system to match the specific requirements of your organisation, paying only for the modules you truly need.
- **Intuitive Interface:** Designed with simplicity in mind, Infoodle is accessible to team members regardless of their technical background.
- **Cloud-Based Flexibility:** Access your data securely from any location, making remote work and rapid updates straightforward.
- **Integrated Financial Tools:** Seamlessly connect with accounting systems to streamline donations processing and financial reporting.

For organisations looking for a solution that understands the unique needs of the charity sector and community organisations, Infoodle offers an ideal balance between customisability and ease of use. Its comprehensive suite of features helps you to streamline operations and focus more on your vision and mission.

Explore [exclusive deals](#) available to get the most value from your investment. Additionally, if you are considering other options, you might also explore [NetSuite](#) from our curated alternatives list.

By choosing [Infoodle](#), your organisation gains a dedicated partner committed to supporting your growth and success. The solution's people-focused approach, combined with its robust functionality, makes it an indispensable tool for any nonprofit striving to make a meaningful impact on its community.



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## **Data Security**

We take appropriate technical and organisational measures to protect personal data, including:

- Secure storage of paper and electronic records
- Restricted access to information
- Password-protected systems and devices
- Staff and volunteer training

## **Data Retention**

Personal data is kept only for as long as necessary for the purpose it was collected. We follow a data retention schedule and securely dispose of information when it is no longer required.

## **Individual Rights**

Under data protection law, individuals have the right to:

- Be informed about how their data is used
- Access their personal data
- Have inaccurate data corrected
- Request erasure (in certain circumstances)
- Restrict or object to processing
- Data portability (where applicable)
- Withdraw consent where consent is used

Some rights may be limited where data is processed for safeguarding or legal reasons.

## **Complaints**

If you have concerns about how your personal data is handled, please raise them with Family Link in the first instance. You also have the right to complain to the Information Commissioner's Office (ICO).



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## **Data Breaches**

Any actual or suspected data breach will be managed promptly. Where required, serious breaches will be reported to the ICO within 72 hours.

## **Review of This Policy**

This policy will be reviewed annually or sooner if there are changes to legislation or Family Link's activities.

**Policy approved and adopted by the Family Link Board of Trustees**

**On the: 20 June 2023**

**Reviewed: 8<sup>th</sup> January 2026 by Trustee – Paula Hollywood**

**Current Play Leader – Kenzie / Megan / Renée / Emma**

**Current Safeguarding Trustee – Julia James – 07894 672019**

**Policy due for review: 8<sup>th</sup> January 2027**