



## **Privacy, Assurance and Safeguarding**

### **Privacy**

Flourishing Families Leeds is a registered charity that works to bring down the barriers which hinder people from flourishing. Our activities include the mentoring of children, family cookery clubs and literacy programmes. We work with schools and local authorities and deliver organised activities through our team of staff and volunteers. Our activities are funded by donations from grants, trusts, organisations and individual members of the general public.

We aim to be transparent about why we need the personal details that we request when you support us or work with us as a volunteer and how we will use this information.

We are committed to respecting and protecting your information, using it reasonably and in line with the General Data Protection Regulation (GDPR) when you choose to provide us with personal information, and it will only be used to support your relationship with Flourishing Families Leeds.

### **Definition of Personal Information**

Personal information is defined as any information that you give us that enables you to be identified. This includes your name, home address, home or personal mobile telephone number, your personal email address. It may also include photographs and case studies.

We process and hold the personal information that we need in order to run the operations of our charity and for which there is a valid and lawful basis. This includes information on the families we support, staff, volunteers, donors and supporters.

### **How we process your information**

Processing, in relation to personal information, means anything we may do with the information, such as obtaining, accessing, recording, disclosing, destroying or using the data in any way.

We process your personal information securely to ensure protection against unauthorised or unlawful processing and against accidental loss or destruction. Your information is processed only by authorised individuals who have received appropriate data protection training.

## How we use your personal information

We use your information to enable us to operate the charity efficiently, provide effective support for families and to develop our understanding of donors and supporters, including ensuring that our communication with you is effective and in the manner you have chosen.

We will only use your information where we have a valid lawful basis to do so and will always respect your rights.

Where we use your information, it may be because you have given your consent, or we have a legitimate interest to do so. Where we use legitimate interest to process your information, we will always ensure that this is done in a fair way that respects your rights. We also use your information where we have a legal obligation to do so, or because we have to fulfil contractual obligations.

## Your rights

Under GDPR, you have a number of rights in relation to your personal data, which we recognise and will act upon accordingly. These are as follows:

- The right to be informed of why, where and how we use your information

Under certain circumstances, by law, you have the right to:

- request access to your personal information
- have your personal information corrected if it is inaccurate or incomplete
- have your personal information erased from our systems where there is no longer a need for us to continue holding it
- restrict the use of your information, where you have previously provided us with your consent
- ask us to transfer your personal information to another person or organisation
- object to how your information is used.

Where you have provided consent to be contacted or to receive a service, you have the right to withdraw that consent at any time.

If you have any questions relating to withdrawal of consent, please send these to [katec@flourishingfamiliesleeds.org.uk](mailto:katec@flourishingfamiliesleeds.org.uk).

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information, except where legally required and, subject to our retention policy, we will dispose of your data securely.

For further information please refer to the [Information Commissioner's guidance](#).

If you are at any point unhappy with the way that we handled your personal data, you can make a complaint at any time to us, or to the [Information Commissioner's Office](#) (ICO)

# Assurance

## Governance

Flourishing Families Leeds is an independent registered charity in England and Wales (No. 1171626).

## Complaints

Flourishing Families Leeds will take any complaint very seriously.

If you have a complaint please contact [katec@flourishingfamiliesleeds.org.uk](mailto:katec@flourishingfamiliesleeds.org.uk) in the first instance. Our policy is to respond within 15 working days.

# Safeguarding

Child protection and safeguarding means protecting children from abuse and identifying and stopping abuse that is already happening. At Flourishing Families Leeds, we take child protection and safeguarding extremely seriously.

Abuse of a child or young person under the age of 18 is defined as follows.

- Abuse is a deliberate act of ill-treatment that can harm or is likely to harm a child or young person's safety, well-being and development. Abuse can be physical, sexual or emotional.
- Neglect of a child or young person also constitutes abuse and can be defined as failing to provide or secure for a child or young person the basic needs of physical safety and well-being.

Abuse may not fall easily into these categories, and if you are in doubt, seek expert advice.

## How do we safeguard children?

As a charity working with children and their families, our priority is the protection of children and young people. We are not a statutory childcare organisation – the police, children's social care and the NSPCC are the only agencies with statutory powers.

Our staff and volunteers have an obligation and responsibility to protect, safeguard and promote the welfare of the children and young people and vulnerable adults with whom we work.

By having strong safeguarding procedures and practice, we provide a safe place for children and young people to engage with us and the activities we provide.

## Our staff and volunteers

- We employ experienced workers who have a focus on preventing abuse of children and young people.

- All of our staff and volunteers who work with children and young people in any capacity are subject to enhanced DBS checks and complete mandatory safeguarding induction training.
- All staff who work directly with children and young people also receive regular update training.
- We work in partnership with schools and ensure any safeguarding concerns are handled within the framework of a school's safeguarding policies and procedures.

### Procedures

- We have established safeguarding procedures, policies and guidance for all of our staff and volunteers that ensure clear, robust action can be taken when required.

### If you are worried about a child

If you think a child, young person or adult with care and support needs is at risk, being abused or neglected, contact the social care team at their local council. You can find their contact details on the Gov.uk website or on your local council's website.

If you have immediate concerns for the safety of yourself or others call 999.

If you have a safeguarding enquiry for Flourishing Families Leeds contact [katec@flourishingfamiliesleeds.org.uk](mailto:katec@flourishingfamiliesleeds.org.uk).

If you are a child or young person and need help

Read our advice if you think someone is abusing you.

If you have an urgent problem to talk about, Childline can help and will listen to whatever you want to say. You can reach them online or call them on **0800 1111**

[www.flourishingfamiliesleeds.org.uk](http://www.flourishingfamiliesleeds.org.uk)

UK Registered Charity number 1171626