



GDPR & Data Protection Policy

Seen & Believed ISVA Services

Effective Date: 01/08/25

Review Date: 01/08/26

1. Purpose

Seen & Believed ISVA Services is committed to protecting the privacy and personal data of all clients, staff, and stakeholders. This policy outlines how we comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 in relation to the collection, storage, use, and sharing of personal data.

2. Scope

This policy applies to all personal data processed by Seen & Believed ISVA Services, whether collected through paper forms, email, phone, digital platforms, or in person. It covers data related to clients, potential clients, employees, volunteers, and third parties.

3.1 Article 6 – Lawful Bases

We process personal data under the following bases:

- Consent – where an individual has given clear permission.
- Contract – where data is required to deliver our service.
- Legal Obligation – where necessary to comply with the law, including safeguarding and court orders.
- Vital Interests – to protect life or prevent serious harm.
- Legitimate Interests – where necessary for safe and effective service delivery, balanced with individual rights.

3.2 Article 9 – Special Category Data

As an ISVA service, we process sensitive information about health, experiences of sexual violence, and risk. We rely on the following additional lawful bases:

- Explicit consent
- Vital interests



07532 451018



seenandbelievedisva@outlook.com



<https://seenandbelievedisvaservices.co.uk>



- Safeguarding of individuals at risk (substantial public interest)
 - Provision of support services relating to health or social care
 - Legal claims or obligations
-

4. What Data We Collect

Seen & Believed ISVA Services may collect and process the following personal data:

- Full name and contact details
 - Date of birth
 - Gender and preferred pronouns
 - Emergency contact information
 - Details relating to experiences of sexual violence
 - Health or medical information relevant to support
 - Risk and safeguarding assessments
 - Referral information and case notes
 - Consent records
 - Payment or funding details (where applicable)
-

5. Data Storage & Security

- We take all reasonable steps to protect personal data, including:
 - Password-protected, encrypted digital storage
 - Secure cloud systems (Microsoft 365) compliant with UK data protection laws
 - No storage of client data on unsecured personal devices
 - Secure, locked storage for any paper records
 - Monitoring of access to ensure only authorised individuals (Paula, Data Protection Lead) can view data.
-

6. Data Sharing

Data will only be shared when:

- The client has given **informed consent**
- There is a **safeguarding concern** or risk of harm
- We are legally required to comply with courts, police, or statutory services
- It is necessary to refer or signpost to external agencies with client permission
- Required for insurance or legal purposes, with appropriate safeguards



07532 451018



seenandbelievedisva@outlook.com



<https://seenandbelievedisvaservices.co.uk>



Seen & Believed ISVA Services **does not sell or trade** personal data.

7. Data Retention

- Client records are retained for **7 years** after case closure, in line with insurance and legal obligations.
 - For clients under 18, records are retained for **7 years after the individual turns 18**.
 - Voicemails, texts, and routine emails are deleted once dealt with unless needed for safeguarding or case notes.
 - After the retention period, data is securely destroyed or permanently deleted.
-

8. Client Rights

Under the UK GDPR, individuals have the following rights:

- Be informed about how their data is used
- Access their personal data
- Request corrections to inaccurate information
- Request deletion in certain circumstances
- Restrict or object to processing
- Request data portability
- Expect no automated decision-making (we do not use this)

Requests to access or amend data should be made in writing to the Data Protection Lead (see contact below).

9. Data Breaches

Any suspected breach will be assessed immediately.

If a breach poses a risk to individuals' rights or freedoms, we will:

- Report it to the **Information Commissioner's Office (ICO)** within **72 hours**
 - Inform affected individuals as soon as possible
 - Take steps to minimise harm and prevent recurrence
-



07532 451018



seenandbelievedisva@outlook.com



<https://seenandbelievedisvaservices.co.uk>



10. Contact Information

Seen & Believed ISVA Services is registered with the Information Commissioner's Office (ICO) as a data controller under the UK GDPR.

Data Protection Lead:

Paula Hollick

Seen & Believed ISVA Services

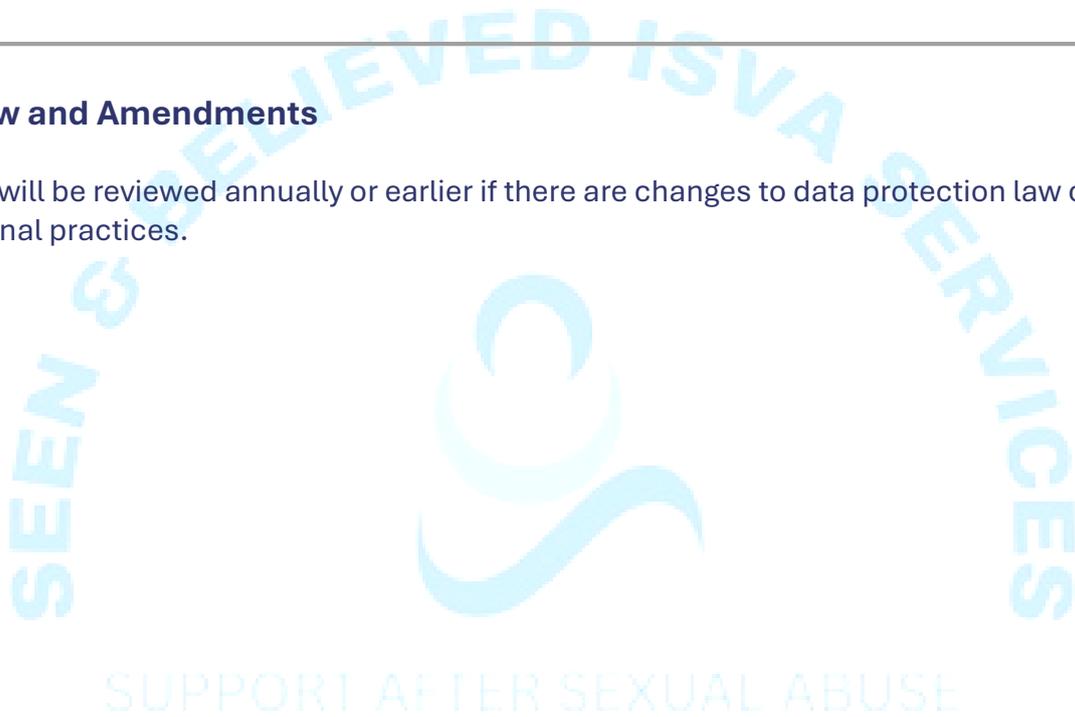
Email: Seenandbelievedisva@outlook.com

Phone: 07352 451018

ICO Registration Number: **C1833617**

11. Review and Amendments

This policy will be reviewed annually or earlier if there are changes to data protection law or organisational practices.



07532 451018



seenandbelievedisva@outlook.com



<https://seenandbelievedisvaservices.co.uk>