

**Providing quality services that
make a real difference to people's
lives**

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1. Introduction

SafeNet Domestic Abuse Services is committed to protecting and respecting your privacy.

This Privacy Notice explains how we collect, use, store, share and protect your personal information when you access our services, contact us, visit our website, attend events, or otherwise engage with us.

We process personal information in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Data (Use and Access) Act 2025 (DUAA)
- Human Rights Act 1998
- Other applicable safeguarding, housing and social care legislation

We are committed to ensuring that personal information is processed lawfully, fairly, transparently and securely.

2. Who We Are

SafeNet Domestic Abuse Services provides refuge accommodation, outreach support, advocacy and other services to adults, children and families affected by domestic abuse. SafeNet Domestic Abuse Services is part of The Calico Group and acts as a Data Controller for the personal information processed in relation to its services.

Address
Centenary Court
Croft Street
Burnley
BB11 2ED

Telephone: 0800 169 2407

Email: contact@calico.org.uk

Data Protection Officer
Email: dataprotection@calico.org.uk

3. The Information We Collect

The information we collect will vary depending on the services you access.

We may collect:

Identity Information

- Name
- Previous names
- Date of birth
- National Insurance number
- Photographic identification

Contact Information

- Address
- Telephone numbers
- Email addresses
- Emergency contact details

Support and Case Information

- Referral information
- Risk assessments
- Support plans

- Safety plans
- Incident records
- Safeguarding information
- Details relating to domestic abuse experienced

Financial Information

- Benefit details
- Housing benefit information
- Income evidence
- Rent and service charge information

Equality and Diversity Information

- Ethnicity
- Religion or belief
- Sexual orientation
- Gender identity

Health and Wellbeing Information

- Physical health information
- Mental health information
- Disabilities
- Medication information
- Vulnerability assessments

Children's Information

Where children access our services or are included within support plans, we may collect information about them to deliver services safely and effectively.

4. Special Category Data

Some information we process is classified as "special category" personal data under UK GDPR.

This may include information relating to:

- Health
- Race or ethnicity
- Religion or belief
- Sexual orientation
- Gender identity
- Safeguarding concerns

Where we process special category data, we will only do so where permitted by law, including:

- Provision of health or social care
- Safeguarding of children and vulnerable adults
- Reasons of substantial public interest
- Protection of vital interests
- Establishment, exercise or defence of legal claims
- Explicit consent where appropriate

5. Information We Receive From Others

We may receive information from:

- Local authorities
- Housing providers
- Police services
- Health services
- Social care providers
- Schools and educational settings
- Legal representatives

- Courts
- Benefits agencies
- Other support organisations

We only collect information that is necessary to provide services, meet safeguarding responsibilities or comply with legal obligations.

6. How We Use Your Information

We use personal information to:

- Deliver refuge, outreach and support services
- Assess eligibility for services
- Develop support and safety plans
- Safeguard adults and children
- Manage accommodation arrangements
- Manage tenancy or licence agreements
- Apply for housing-related benefits where required
- Respond to complaints and concerns
- Meet contractual and regulatory obligations
- Improve and evaluate our services
- Prevent and detect crime or fraud
- Protect staff, service users and the public

7. Lawful Bases for Processing

Purpose	Lawful Basis
Providing support services	Article 6(1)(b) Contract
Delivering social care and safeguarding services	Article 6(1)(e) Public Task
Protecting individuals from harm	Article 6(1)(d) Vital Interests
Meeting legal and regulatory obligations	Article 6(1)(c) Legal Obligation
Managing services and organisational operations	Article 6(1)(f) Legitimate Interests

Where special category information is processed, additional conditions under Article 9 UK GDPR and Schedule 1 of the Data Protection Act 2018 will apply.

8. How We Share Information

We only share information when necessary and lawful.

Recipients may include:

- Local authorities
- Police
- NHS organisations
- Social care providers
- Schools
- Courts
- Legal representatives
- Housing providers
- Regulators
- Auditors
- Other Calico Group organisations where required to deliver services

Information sharing is undertaken on a need-to-know basis and appropriate safeguards are applied.

9. Safeguarding and Public Protection

Protecting people from harm is a core part of our role.

We may share information without consent where permitted by law if:

- A child may be at risk of harm
- An adult may be at risk of abuse or neglect
- There is a serious risk to life
- A criminal offence may have occurred
- We are legally required to disclose information

Any such disclosures will be proportionate, necessary and appropriately documented.

10. Automated Decision-Making

We do not make decisions about individuals solely through automated processing or profiling.

11. International Transfers

Most personal information is stored within the United Kingdom.

Where information is transferred outside the UK, we will ensure appropriate safeguards are in place, including adequacy regulations, standard contractual clauses or other approved mechanisms required by UK GDPR.

12. How Long We Keep Your Information

We retain information only for as long as necessary to:

- Deliver services
- Meet legal and regulatory obligations
- Protect service users
- Defend legal claims
- Maintain safeguarding records

Retention periods are defined within our Records Retention Schedule and Information Governance Framework.

When information is no longer required, it will be securely deleted or anonymised.

13. Data Security

We take appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Misuse
- Alteration
- Disclosure
- Destruction

Our security measures include staff training, access controls, encryption, secure storage and regular monitoring of systems.

14. Children's Privacy

We recognise that children's personal information requires additional protection.

Where children access our services, information will be processed in accordance with UK GDPR, child safeguarding legislation and the best interests of the child.

Where appropriate, information rights requests may be exercised by a parent, guardian or the child themselves, depending on the circumstances and the child's level of understanding.

15. Your Information Rights

Under UK GDPR, you have the right to:

- Be informed about how your information is used
- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of information in certain circumstances
- Request restriction of processing
- Object to processing in certain circumstances
- Request transfer of your information where applicable
- Withdraw consent where consent is relied upon
- Not be subject to decisions based solely on automated processing

Some rights are subject to exemptions and limitations under data protection legislation.

16. How to Exercise Your Rights

If you would like to exercise any of your information rights, including requesting access to your personal information or raising concerns about how your information has been handled, please contact:

Data Protection Officer

Email: dataprotection@calico.org.uk

Or write to:
Centenary Court
Croft Street
Burnley
BB11 2ED

17. Data Protection Concerns and Complaints

SafeNet Domestic Abuse Services is committed to handling personal information fairly, lawfully, transparently and securely.

If you have any concerns about how we collect, use, share, retain or protect your personal information, we encourage you to contact us in the first instance so that we can investigate the matter and seek to resolve your concern promptly.

You can raise any concern relating to the handling of your personal information by contacting our Data Protection Officer using the contact details provided in this Privacy Notice.

When we receive a complaint relating to the handling of personal information, we will:

- acknowledge and review the concern;
- investigate the issues raised;
- work with relevant staff and services to establish the facts;
- provide a response explaining our findings and any action taken; and
- advise you of your right to complain to the Information Commissioner's Office (ICO) if you remain dissatisfied.

We will seek to resolve concerns fairly and in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

Raising a concern with us will not affect your right to make a complaint to the Information Commissioner's Office at any time.

18. Complaints to the Information Commissioner's Office (ICO)

If you remain dissatisfied with our response or believe we have not handled your personal information in accordance with data protection law, you have the right to complain to the Information Commissioner's Office (ICO), the UK's independent regulator for data protection matters. The ICO can investigate concerns about the processing of personal information and provide guidance on data protection rights.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: [Information Commissioner's Office](https://ico.org.uk/)

19. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, guidance, technology or service delivery.
The latest version will always be available on our website and the revision date will be updated accordingly.