

# Victim Support Privacy Notice for offenders/alleged offenders re Restorative Justice (RJ) services



## Privacy Notice

### We are committed to protecting your information

Victim Support is committed to respecting and keeping safe any personal information you share with us or that we get from other organisations. This privacy notice sets out the basis on which we process personal information, whether that information is collected through Victim Support websites or by other means.

The contact details for Victim Support in relation to processing of personal information and for any questions regarding this privacy notice are:

Victim Support  
Ground Floor, Building 3  
Eastern Business Park  
Wern Fawr Lane  
Old St. Mellons  
Cardiff  
CF3 5EA

Victim Support's Data Protection Officer can be contacted on [dpo@victimsupport.org.uk](mailto:dpo@victimsupport.org.uk).

This privacy notice provides an overview in relation to all personal information that Victim Support processes.

### Why we hold your information and what we want to do with it

- The information can be about you, along with details of the crime, sentence and licence and other conditions, any courses you are required to complete, and other services we provide to you

- Such information is held electronically or where appropriate in hard copy with appropriate technical and organisational measures in place to ensure it is retained securely
- Campaign for change in the Criminal Justice Sector on areas affecting people impacted by crime

Victim Support will always ensure that there is a legal basis for any processing of personal information it undertakes. We may process the personal information of individuals on a variety of different legal grounds such as

- performing a public task in relation to delivering our services
- for reasons of substantial public interest
- under a legal obligation
- it is in the vital interests of an individual
- under the Victims' Code of Practice issued under the Domestic Violence, Crime and Victims Act 2004
- with the consent of the individual

Why we will hold your information and what we would do with it

- Victim Support uses your information to help progress the services we have agreed with you
- In administering the Victim Awareness Course
  - Victim Support uses your information to enable you to complete a course.
  - Victim Support will advise the police once you have completed the course or will advise if you have failed to complete a course and any reasons why.
- Your information will normally only be seen by those who will provide any services to you and with whom there is a confidentiality agreement in place
- Your information may also be used for statistical purposes (statistical information is anonymous)

You have a right to object to the processing of information about you. See the section on 'Your rights in relation to your personal information' below.

Our service delivery to victims and witnesses is supported by a variety of support functions and other legal bases for the processing of personal information may apply in relation to these, such as performance of a contract and employment obligations.

Why we would share your information

- Your information will normally only be shared when Victim Support has permission from you to do so and where this is relevant to any services we have agreed with you
- There are exceptional circumstances where we may have to disclose your information without your permission. These are:
  - If we believe that either you or someone else is at risk of significant harm; Victim Support individuals have a duty to report any issues relating to adult safeguarding or child protection

- Where there is another legal reason or requirement to disclose your information

## What information we hold

Victim Support has appropriate technical and organisational measures in place to protect the personal information of individuals. We use secure systems that permit the easy identification of the individual the personal information relates to. Victim Support's own systems are all based in the UK. Where an individual has opted to receive further updates from Victim Support, from time to time we may use SurveyMonkey and similar tools for communicating with you and carrying out surveys that may collect personal data relating to you. Data entered on some of these tools may go outside the European Economic Area (EEA). Data provided through third-party giving websites may also be processed outside of the EEA. No other personal data is transferred outside of the EEA.

## How long do we retain your information?

The information will be retained for no longer than is necessary for the purposes for which the information is processed. This will normally be for six years after last contact with you where we have delivered services in case it becomes necessary for you or Victim Support to access what services you received. In relation to Victim Awareness Courses data is held for three years. Some statutory commissioners of the services Victim Support provides require in their contract with Victim Support that we retain the information for longer (extending the retention period to between 7 and 12 years). There may also be circumstances where it is appropriate within legal and best practice requirements to retain the information for longer. Further details on retention period criteria for personal information can be obtained from [dpo@victimsupport.org.uk](mailto:dpo@victimsupport.org.uk).

## Your rights in relation to your personal information

Data protection requirements mean that you have specific rights in relation to your personal information held by Victim Support. Detail on your rights in relation to your personal information held by Victim Support can be obtained from [dpo@victimsupport.org.uk](mailto:dpo@victimsupport.org.uk)

## How to exercise your rights

To access the personal information that we hold about you, please contact [dpo@victimsupport.org.uk](mailto:dpo@victimsupport.org.uk).

To ask for your information to be corrected or deleted, to update your contact preferences, or to object to our processing of your personal information - or if you have any questions about this privacy notice, please contact [dpo@victimsupport.org.uk](mailto:dpo@victimsupport.org.uk).

You can also contact Victim Support concerning your rights in relation to Victim Support's processing of your personal information using the contact details provided towards the top of this document.

If you have any questions relating to this Privacy Notice or to exercise your rights in relation to information we hold about you please contact the Victim Support office the communication is from that this Privacy Notice accompanies or email [dpo@victimsupport.org.uk](mailto:dpo@victimsupport.org.uk) to be put in contact with the relevant Victim Support office.