

Privacy Notice - Witness Service

Contact details

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

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

Victim Support's Data Protection Officer can be contacted at dpo@victimsupport.org.uk

What information we collect

- **Personal data:** Name, contact details, date of birth, address, physical characteristics
- **Special category data:** Racial/ethnic origin, health, religious beliefs, sexual orientation
- **Criminal offence data:** Convictions or offences, processed with additional safeguards
- **Case notes and support details:** Most of our services require that we process adequate personal information in order that we can legally, safely and fully provide the service(s) you need.

How we collect your data

- Directly from you or someone you know with your consent
- From agencies like the Crown Prosecution Service (CPS), HM Courts and Tribunal Service (HMCTS), Police Forces and other partners

Why we use your data

- Witness Support services
- To campaign for change, conduct research and fundraise
- Training and quality purposes
- To manage your relationship with us

Lawful bases for processing

- We rely on our **legitimate interests** to provide witness support services. We have conducted a balancing test to ensure our interests do not override your rights and freedoms.
- Where we process special category data, we do so under Article 9(2)(g) of the UK GDPR and Schedule 1, Part 2 of the Data Protection Act 2018, for reasons of **substantial public interest** (administration of justice, counselling, and support).

Sharing your information

- **In our legitimate interests**, we may share your information with His Majesty's Courts and Tribunal Service (HMCTS), the Crown Prosecution Service (CPS), court staff, or defence solicitors to help support you in your role as a victim or witness.
- **With your consent**, to other agencies for your support

This will usually be to ensure you receive the wider services you require to meet your needs. We will tell you who those agencies are and how they can support you before making a referral. Victim Support undertakes reasonable due diligence checks on organisations/services we may directly refer you to, however, as these organisations are not a part of Victim Support, we cannot guarantee the level or quality of service you may receive. When we provide signposting information to you i.e., we do not make a direct referral but provide you with information sources that may be useful to you, we do not endorse the services, and the use of the information is at your own discretion.

- **Without consent**, if required by law or to protect someone's safety

International transfers

- All VS systems are located in the UK. Some third-party platforms may process data outside the UK/EEA. Where this occurs, Victim Support ensures that appropriate safeguards are in place, such as Standard Contractual Clauses or adequacy decisions, to protect your personal information

How long we keep your data

- Your personal data will be anonymised 6 months after case closure, this means some data is retained in a non-identifiable form. Exemptions may apply if required by law.

Your rights

You have the following rights under data protection legislation:

- **The right to be informed**

You have the right to be informed of how your personal information will be used, for how long it will be kept, how you can opt out of further processing, and the right to lodge a complaint with a supervisory authority.

- **The right of access**

You have the right to ask Victim Support to provide you with any personal information we hold about you this is known as a Subject Access Request.

Victim Support reserve the right to charge a reasonable fee for, or refuse to respond to, any request it deems manifestly unfounded or excessive.

Where it is not possible to comply with the request without disclosing information that identifies another individual we do not have to comply with the request.

- **The right to rectification**

You have the right to request that Victim Support corrects any personal information the charity holds on you if it is factually inaccurate or incomplete.

- **The right of erasure**

You have the right to request deletion or removal of your personal information in specific circumstances.

- **The right to restrict processing**

You have the right to request Victim Support suppresses processing of your personal information.

- **The right to object**

You have the right to object to Victim Support processing your information in certain circumstances.

- **The right to withdraw consent** where your personal information is being processed based on that consent.

- **The right to lodge a complaint with the ICO**

The Information Commissioner's Office can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

<https://ico.org.uk/for-the-public/>

How to Exercise Your Rights

Contact your local team or email: dpo@victimsupport.org.uk

If you are a child or young person, your rights in data protection legislation are the same as adults if we can establish you are competent or mature enough to understand those rights. Please see our [CYP Privacy Notice](#)

Complaints

- Use our online [Complaints Form](#)
- Contact our DPO: dpo@victimsupport.org.uk
- Contact the ICO: <https://ico.org.uk/for-the-public/>

Automated Decisions

We do not make automated decisions about you. Automated decision-making means decisions made solely by automated means without human involvement.

Accessibility

This notice is available in alternative formats on request.