

# **Be A Good Neighbour Telephone Support Privacy Policy**

**4<sup>th</sup> April 2020**

## **Telephone Support Service Best Practice:**

All Telephone Support Volunteers will be allocated a group of Names & Telephone Numbers by the group Admin – Annette Roffey.

Annette is the point of contact for Telephone Support Volunteers. If any issues arise Annette will report to Revd. Stephen Gray who is the Be A Good Neighbour director (Details below)

The names & numbers provided should be treated as confidential information at all times. Please do not leave the numbers in a place where other family members (if applicable) might be able to see them.

You will be a representative of Be A Good Neighbour / Crewkerne Community Church when making these calls. Please keep your conversations & language at an appropriate tone.

The 3 day Call back system has already been in practice for 2 weeks by the Be A Good Neighbour Admin Team. Telephone Support Volunteers are replacing that team.

Conversations should begin with “Hello, this is (insert name) from Be A Good Neighbour at Crewkerne Community Church” and you can then introduce yourself a little more informally.

Be A Good Neighbour Telephone Support Guidelines document outlines some helpful tips which you should read to aid you as a Telephone Support Volunteer.

If you have any concerns regarding a person you have called – please report back to the group admin – Annette Roffey. Be A Good Neighbour has a safeguarding responsibility which we are required to action if the need arises. Crewkerne Community Church is the overseeing body of Be A Good Neighbour and has a Safeguarding Policy covering Vulnerable Adults.

Please check your Telephone contract or Mobile Contract to see if you have unlimited minutes. Some telephone service providers are limiting



the excess bill amount that you can be charged during the Covid-19 pandemic. If you need financial aid with your bill please let the group admin know.

Finally – be yourself! Be A Good Neighbour thanks you for volunteering as a Telephone Support Volunteer.

### **Be A Good Neighbour contact details**

Name: Revd. Stephen Gray

Address: Crewkerne Community Church, Barn Street, Crewkerne  
TA18 8BP

Phone Number: 01460 77489

E-mail: church@crewkerne.org; crewkernechurch@gmail.com

**Telephone Support Volunteer Group Admin: Annette Roffey -  
07754520205**

### **The type of personal information we collect**

We currently collect and process the following information:

Telephone Volunteers: Name, Address & Postcode, Telephone/Mobile Number & Email Address.

Those Registered for Help: Name, Address & Postcode, Date of Birth, Telephone/Mobile Number, Email Address, Financial Details (See Be A Good Neighbour GDPR Policy for full breakdown)

### **How we get your personal information and why we collect it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For Telephone Support Volunteers: Mobile numbers & Landline numbers are requested in order to add volunteers to the records of the Telephone Support Group.
- For Telephone Support Volunteers: Email addresses are collected to allow the dissemination of guidelines & information.



- For Those Registered for Help: Landline & Mobile Numbers are requested in order to provide the service of a 3 day (or 7day if requested) call back by the Telephone Support Volunteers.

We also receive personal information indirectly, from the following sources in the following scenarios:

- For Those Registered for help: Friends/Family or Neighbours, Social Services & Avon/Somerset Police may pass on information in order to register a person's need for help.

We use the information that you have given us in order to facilitate the administration and practice of Be A Good Neighbour.

We may share this information with South Somerset Safeguarding Team & Avon/Somerset Police. In the event of a safeguarding issue or Emergency one of the Be A Good Neighbour Admin Team will contact the above.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**Your consent. You are able to remove your consent at any time. You can do this by contacting Annette Roffey on 07754520205**

## **How we store your personal information**

Your information is securely stored at Crewkerne Community Church, Barn Street, Crewkerne TA18 8BP.

We will keep paper copies of all received information for the duration of the Covid-19 pandemic. We will then dispose this information by Shredding all paperwork which will then be bagged, secured, and sent to a specialist disposal facilitator (Perrys Recycling)

At the conclusion of Be A Good Neighbour's provided service **All Telephone Support Volunteers** will be required to delete any information on their Mobile Phones or Landline phones relating to Be A Good Neighbour Telephone Support

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.



**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Be A Good Neighbour, Crewkerne Community Church, Barn Street, Crewkerne TA18 8BP. Tel:01460 77489. Email:church@crewkerne.org if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Crewkerne Community Church, Barn Street, Crewkerne, TA18 8BP.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

