



Privacy Statement

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1. Introduction

- This Privacy Statement sets out the basis for processing any personal data we collect from you or that you provide to us. Please read the following carefully to understand our practices regarding your personal data.
- We are committed to safeguarding the privacy of our website visitors, customers and clients, and all those whose personal data we hold.

- In this Privacy Statement, “we”, “us” and “our” refer to Chrysalis Assessment and Support Centre.

2. Definitions

In the context of the General Data Protection Regulation (GDPR):

- ‘Controller’ means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.
- ‘Processing’ means any operation or set of operations which is performed on personal data or sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
- ‘Personal data’ means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
- ‘Processor’ is a natural person or legal entity that processes personal data on behalf of a controller.
- ‘Consent’ of the data subject means any freely given, specific, informed and unambiguous indication of the data subject’s wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

3. Websites

Within this Privacy Statement, ‘Websites’ means any of the following:

- <https://www.chrysalisassessmentcentre.co.uk/>
- <http://www.dragonflychildrensservices.co.uk/>

These domains are owned by Dragonfly Children’s Services Limited.

4. Personal data we may collect from you

During our business, we may collect the following personal data.

Data Subject	Type of personal data	Purposes	Legal basis of processing
Parents	Full name Wider family names Date of birth Ethnicity Address/residential status (i.e. homeless) Contact number Email address Sexual orientation Criminal convictions CCTV and photographs Physical health/disability Mental health Cultural identity Social identity	Parenting assessment	Contractual agreement with Placing Authority Court Order
Children	Full name Date of birth Gender Physical health/disability Ethnicity Wider family names	Parenting assessment	Contractual agreement with Placing Authority Court Order
Social Workers	Full name Contact number Work address Work email	Parenting assessment	Contractual agreement with Placing Authority Court Order
Health Visitors	Full name Contact Number Work address Work email	Parenting assessment	Contractual agreement with Placing Authority Court Order

Data Subject	Type of personal data	Purposes	Legal basis of processing
Solicitors	Full name Contact number Work address Work email	Parenting assessment	Contractual agreement with Placing Authority Court Order
Children's Guardians	Full name Contact number Work email	Parenting assessment	Contractual agreement with Placing Authority Court Order
IROs	Full name Contact number Work email	Parenting assessment	Contractual agreement with Placing Authority Court Order
Staff	Full name Date of birth Address Health declaration Employment history NI number Passport number DBS number Marriage/Divorce information GP Criminal convictions and cautions Tax code Unpaid debts under attachment of earnings orders Qualifications	Safe recruitment practice Pay	Contractual agreement with staff

Data Subject	Type of personal data	Purposes	Legal basis of processing
	Employment disciplinaries Employment performance from referees Previous training Bank details		
Staff	Statement of purpose	Schedule 1.5 The Residential Family Centres Regulations 2002 (Amendment 2013)	
Contractors	Full name Contact number Work email	Maintenance of the Centre Shredding documents securely	Contractual agreement
Regulation 25 Visitors	Full name Contact number Work email	Statutory visits	Compliance with The Residential Family Centres Regulations 2002 (amendment 2013)

If you contact us, we may keep a record of that correspondence. If you send us personal information which identifies you via email, we may keep your name and email address. For parenting assessment, we collect the following data, which in the GDPR are known as special categories of data.

5. Providing your personal data to others

Financial transactions services are handled by our bank. We will share transaction data with our bank only to the extent necessary for processing your payments, refunding such payments, and dealing with complaints and queries relating to such payments and refunds.

6. How we use your personal data

We use personal data held about you to:

- update and enhance our records
- compile information relating to your use of our products and services and make recommendations about goods and services and other areas that may interest you
- carry out our obligations arising from any contracts entered into between you and us to provide you with the information, products and services that you request from us
- give you access to our website, where applicable

We may process data about your use of our website and services ("usage data"), which may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, information about the timing, frequency and pattern of your service use. This usage data may be processed for the purposes of analysing the use of our websites and services. The legal basis for this processing is monitoring and improving our website and services.

We may process any of your personal data identified in this Privacy Statement where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.

7. Accuracy of personal data

We will take reasonable steps to create an accurate record of any personal data you have submitted. You can update your personal data by emailing us at rachael@chrysalisassessmentcentre.co.uk or by calling us on 01262 670112. Please note that requests to update your personal data can take up to maximum 30 calendar days to take effect.

8. Data subject rights

Under the GDPR, you, as the data subject, have the following rights:

- Right of access by the data subject
- Right to rectification
- Right to erasure ('right to be forgotten')
- Right to restriction of processing

- Notification obligation regarding rectification or erasure of personal data or restriction of processing
- Right to data portability
- Right to object
- Automated individual decision-making, including profiling
- Restrictions.

We fully respect your above rights.

9. International transfer of your personal data

- We process your personal data in the UK, however for website hosting and maintenance, this information is located on servers within the European Union. No third parties have access to personal data unless the law allows them to do so.
- The personal data that we collect from you will not be transferred to and stored at a destination outside the European Union.

10. How we protect your personal data

- We have implemented generally accepted standards of technology and operational security to protect personal data from loss, misuse, or unauthorised alteration or destruction.
- Please note, however, that where you are transmitting information to us over the Internet, this can never be guaranteed to be 100% secure.
- We will notify you and the Information Commissioner's Office promptly in the event of any breach of your personal data which might expose you to a serious risk.

11. Sharing personal data

- We do not share personal data with third parties except to comply with the law or protect our rights.
- We do not sell, distribute or lease your personal data with other companies and businesses for marketing purposes.

12. Personal data retention

- We will hold your personal data on our systems for as long as is necessary to comply with our legal obligations and to meet our service requirements.
- If we decide that we are not entitled to do so, we will stop processing your personal data except that we will retain your personal data in an archived form to be able to

comply with future legal obligations, e.g. compliance with tax requirements and exemptions, and the establishment, exercise or defence of legal claims.

13. Automated decision making, including profiling

We do not carry out any of the following:

- automated individual decision-making (making a decision solely by automated means without any human involvement)
- profiling (automated processing of personal data to evaluate certain things about an individual)

14. Cookie policy

- A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.
- We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes, and then the data is removed from the system.
- Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.
- You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. You may wish to visit www.aboutcookies.org, which contains comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your computer as well as more general information about cookies.

14.1 Google analytics

We use Google Analytics which sets the following cookies:

- `_utma`
- `_utmb`
- `_utmc`

- `_utmz`

You can find out more information about these cookies by visiting the following link:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

If you share our content through social media, for example by liking us on Facebook, following or tweeting about us on Twitter, or giving us a '+1' via Google Plus, those social networks will record that you have done so and may set a cookie for this purpose.

14.2 Managing cookies

Some of the popular browsers are Chrome, Firefox, Opera, Internet Explorer, Safari and Edge. Depending on the browser you are using, you can visit the following website addresses to obtain up-to-date information on how to refuse to accept cookies and to delete cookies on these popular browsers.

Website	Browser
https://support.google.com/chrome/answer/95647?hl=en	Chrome
https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences	Firefox
https://www.opera.com/help/tutorials/security/cookies/	Opera
https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies	Internet Explorer
https://support.apple.com/en-gb/guide/safari/sfri11471/mac	Safari
https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy	Edge

If you block cookies, you will not be able to use all the features on our website.

15. Amendments

We reserve the right to amend this Privacy Statement from time to time without prior notice. Please email us if you would like to be notified when the Privacy Statement is updated.

16. Complaints

If you wish to raise a complaint on how we have handled your personal data, you can contact us, and we will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal data under the GDPR, you can complain to the Information Commissioner's Office (ICO). Their contact details are:

<https://ico.org.uk/concerns/>

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113

17. Chrysalis contact information

Dragonfly Children's Services Limited trading as Chrysalis Assessment and Support Centre ('Chrysalis') is registered with the Information Commissioner's Office as 'controller' (Registration number: Z353506X). We are registered in England and Wales, Company number 07257857, Registered office: 74 Lairgate, Beverley, East Yorkshire, United Kingdom, HU17 8EU.

Principal Place of Business

You can contact us by post, email, telephone.

Rachael Thompson

Data Protection Officer

Chrysalis Assessment and Support Centre

1 Wellington Road

Bridlington

YO15 2BA

Email: rachael@chrysalisassessmentcentre.co.uk

Telephone: 01262 670112