



Outline in Catalyst Data Privacy Agreement

Updated 15th October 2023

The purpose of this statement is to be clear and transparent about how Outline in Catalyst uses your personal information. This privacy policy applies to people who use our service, our supporters, our customers, our volunteers as well as the general public and visitors to our premises. It also applies to our contractors, third parties and partners.

Introduction to the Service

Outline is a registered Charity in England & Wales 1080970 working in conjunction with Catalyst a registered Charity in England, and Wales 1075892 providing a service to people questioning or have questions about their sexuality and gender identity. Outline in Catalyst provides support to people with their sexuality and gender identity, including but not limited to the lesbian, gay, bi-sexual, and trans community of Surrey, primarily through a helpline, website.

Summary of Key processing

What are the lawful bases for processing your data?

Consent Article 6(1)(a): the individual has given clear consent for you to process their personal data for a specific purpose.

Vital interests Article 6(1)(d): The processing is necessary to protect someone's life.

Legitimate interests Article 6(1)(f): the processing is necessary for your legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

We may use your personal information for the purpose set out in the policy, which include:

To provide you with support

We support people in several ways, including by telephone, email, text, and webchat. When you talk to one of our staff members or volunteers, we will record certain information about your contact with us. Please see section '**Privacy information for service users and Volunteers**' for further information.

When you volunteer with us

We collect information about you when you volunteer for Outline in Catalyst or otherwise work in connection with us. When you apply to volunteer with us, we process your personal information for the purpose of assessing and progressing your application. We will use the information you provide to support your work at Outline in Catalyst.

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How we collect your information

Outline in Catalyst supports people through its Listening service and collects data in order to provide that support. We collect your information when you contact us. We do pass on your data to third parties for the purpose of processing your data.

Donations

If you make contributions to Outline in Catalyst through the banking system, we use that information to collect any agreed donation and to comply with any legal obligations regarding this. Please see the Catalyst website for more information on donations <https://www.catalystsupport.org.uk/donate/>



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Privacy information for Service Users and volunteers

Outline in Catalyst supports people who contact our listening service. Our service is available by telephone, email, text, and webchat.

To ensure data protection within Outline in Catalyst, we employ a combination of advanced security measures from Microsoft 365, TextMagic, and Microsoft ClarifyGo. These measures collectively fortify our data protection policy.

Microsoft 365 provides data encryption, identity management, threat protection, and information governance to safeguard sensitive information. TextMagic introduces secure text messaging capabilities with encryption and compliance features, ensuring the confidentiality of text communications. Additionally, ClarifyGo offers end-to-end encryption for voice calls and voicemails. These combined security measures uphold data integrity and protection, facilitating compliance with data protection regulations while enabling efficient communication and support services.

The information we may collect from you.

The following information may be recorded when you use our services and speak to a volunteer or a staff member.

This might include:

- Phone number
- Email address
- Postcode
- IP address
- Caller ID
- Time & date of call
- Caller gender identity
- Caller age
- Contact type (i.e., by phone, email, webchat, or text)
- Caller concerns
- Sexual orientation

We also record some statistical information on each contact we receive, to report on and improve our service. This statistical information is never used to report on specific people and cannot be used to identify anyone.

In our data protection policy, we emphasize that all calls, texts, webchat, and emails will be treated as standalone data entities when stored within our systems. Each communication, whether it be a call record, a text message, or an email, will be managed and protected as an individual piece of data. Importantly, we will not engage in linking or connecting these standalone data elements to form comprehensive datasets.

We are committed to implementing robust data protection measures to ensure the security and confidentiality of these individual data components, and we will strictly refrain from any data linkage practices to uphold the highest standards of data security and privacy, in full compliance with relevant data protection and privacy regulations.

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How we obtain your Consent for Data Collection?

When you contact the Outline in Catalyst listening service, you will be required to provide clear consent for the collection and processing of your personal data. This consent will be obtained through the following methods:

Telephone Calls:

When calling our service, you will be asked to listen to an automated recorded message that explains the purpose of data collection and processing. By continuing with the call after hearing this message, you are providing your explicit consent for us to record and use your data in accordance with this policy.

Email, Text, and Webchat:

When contacting our service through email, text, or webchat, you will be presented with a consent agreement before initiating the conversation. By proceeding with your message or query, you are confirming your consent to the collection and processing of your data in accordance with this policy.

Your consent is essential to ensure compliance with data protection regulations and to provide you with our support services. If you do not wish to provide consent, please do not proceed with contacting our service.

How long do we keep information for?

Data Minimization and Retention: At Outline in Catalyst, we are committed to minimizing the amount of personal data we collect and retain about you. When you interact with our service, we implement the following data retention practices:

Volunteer Notes: Our volunteers may take notes during your conversations to assist in providing you with the best support. These notes are retained only for the duration of the volunteer's shift and are securely shredded after the shift ends. This practice ensures that we do not hold onto unnecessary information.

Phone Call Recordings: To maintain service quality, we record all incoming phone calls to our listening service. On occasion, volunteers and staff may listen to these recordings for training, quality monitoring, and to offer better support. These call recordings are retained for a period of 7 weeks, after which they are securely deleted. A log of the contact is maintained for 6 months.

Electronic Contact (Email, Webchat): When you engage with our service through electronic means, such as email or webchat, we retain copies of these interactions for a period of 7 weeks. This ensures we can continue providing you with the necessary support. After this time, the electronic copies are securely deleted, while a log of the contact is maintained for 6 months.



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Text Messages: Text messages are securely stored on a third-party server for 6 months. At the end of this period, we systematically delete the messages in full compliance with our data protection policy, which aligns with legal requirements and data protection standards.

Our Commitment to Data Security: Outline in Catalyst is fully aware of its obligations under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). We prioritize data security and privacy. Our aim is to hold your data only for as long as it is necessary to fulfil the purposes outlined in this policy. We regularly update our policies to ensure alignment with evolving regulations and best practices.

Who do we share it with?

We do not sell your data to any third party.

We do however need to share your data as follows:

- Volunteer data will be shared with the DBS for the purposes of legal compliance.
- If a safeguarding issue arises necessary data may be shared with the relevant safeguarding authority for your protection. This can include emergency services and local authorities.
- When you volunteer or donate, your Banking details will be shared with our bank to enable us to collect payments, or to make payments to you.
- Your donation history may be shared with the leadership and / or Trustees for the purposes of financial planning.
- Outline in Catalyst engage third party service providers to process personal data on Outline in Catalyst behalf, e.g., Microsoft Teams, Microsoft Outlook, TextMagic and our phone system ClarifyGo which is provided by Oak Innovation. These service providers may receive or are granted with access to personal data when rendering their services and will constitute recipients within the meaning of the relevant Data Protection law, including GDPR.

Your Rights Under the Data Protection Act 2018

Outline in Catalyst is committed to empowering you with greater control over your personal information. In accordance with the law, you possess specific rights related to accessing, rectifying, and requesting the deletion of the data we hold about you. These rights encompass:

1. **Access:** You can request a copy of the information we maintain about you, a process known as a Subject Access Request (SAR).
2. **Correction:** If you find any inaccuracies in your information, you can notify us, and we will promptly rectify them.
3. **Deletion:** You have the right to request the removal of your data from our records.
4. **Opt-Out:** You can opt-out of the use of your data for purposes like profiling and marketing.

Additionally, you have the right to request that we refrain from using your information for activities such as screening or profiling.



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To exercise any of these rights, please submit your request in writing to:

The Data Protection Team c/o Catalyst Support 14 Jenner Road Guildford GU1 3PL United Kingdom

Alternatively, you can efficiently convey your request via email to

dataprotection@catalystsupport.org.uk.

Our unwavering commitment is to respect your privacy and diligently uphold your rights as outlined in the Data Protection Act 2018.

Regenerate

Changes to this Privacy Statement

As a service, we may need to alter this Privacy Statement. Please check this page occasionally to see if we have included any updates or changes, and that you are happy with them.

If you have any queries about this statement, please contact –

The Data Protection Team c/o

Catalyst Support

14 Jenner Road

Guildford

GU1 3PL

United Kingdom

Alternatively, you can efficiently convey your request via email to

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Helpful tips -

[These are the steps you can take to remove signs that you've been on our site from your computer.](#)

Select 'Private browsing'

Most browsers have a 'private' or 'incognito' browsing option. This means when you're on our site, you won't leave any traces of your activity on your computer (no history, web cache or anything else) and so it's a useful first step to take.

- **Chrome:** Click on the 'Menu' button (it has three horizontal lines) – 'New Incognito Window'
- **Safari:** Click on the 'File' button – 'New Private Window'
- **Microsoft Edge:** Click on 'Safety' – 'Tools' – 'In Private Browsing'
- **Firefox:** Click on the 'Menu' button (it has three horizontal lines) – 'New Private Window'

Delete your browser 'History'.

When you're not in 'private' mode, your browser will automatically keep a record (or 'History') of all the pages you go on. You can remove Samaritans' pages from your history.

First, open your 'History':

- **Chrome:** Click on the 'History' option on the menu bar.
- **Safari:** Click on the 'History' option on the menu bar.
- **Microsoft Edge:** Press the Ctrl key and H at the same time.
- **Firefox:** Press the Ctrl key and H at the same time.

Secondly, select all entries that say "www.samaritan.org.uk" and press delete or backspace on the keyboard. (Or select 'All in last hour' on **Safari**.)

Lastly, if you found us on Google or another search engine, delete your search results from your history too.

Deleting Cookies

A cookie is a small file on your computer that records the sites you visit; cookies are mainly used by advertisers to track your interests and show you targeted content. You can delete all your cookies by doing the following:

Chrome: Click on 'Chrome' – 'Clear Browsing Data'

Safari: Clearing 'History' will clear cookies.



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Microsoft Edge: Click on: 'Tools' menu – Internet Options. On the General page, under Temporary Internet Files, click on Delete Cookies and then OK.

Click on Delete Files, put a tick in the box labelled Delete all offline content and click OK.

Now look at the top of the window and click on the Content tab, select AutoComplete and finally, Clear Forms.

Firefox: Click on Tools – Options – Privacy – select the Clear button (next to Cache