



The Coroners' Courts  
Support Service  
*Here for you*

## **The Coroners' Courts Support Service Privacy Notice**

The UK data protection regime is set out in the Data Protection Act 2018 and the General Data Protection Regulation (which also forms part of UK law). It takes a flexible, risk-based approach which puts the onus on The Coroners' Courts Support Service to consider and justify how and why we use personal data.

### **How we use your personal information**

This Privacy Notice is to let you know how The Coroners' Courts Support Service promises to look after your personal information. This includes what you tell us about yourself, how we keep it safe, and who it is shared with. This Notice explains how we do this and tells you about your privacy rights and how the law protects you.

“Personal information” means information that relates to an individual who can be identified from that information (either by itself or when it is combined with other information).

### **CCSS Privacy Promise - We promise:**

To keep your data safe and private

To ensure we have your advance agreement to share your data

To be open and transparent with you on the data we hold about you

To give you the opportunity to remove and amend incorrect data we hold on you

### **How the law protects you**

As well as our Privacy Promise, your privacy is protected by law. Data Protection law says we are allowed to use personal information only if we have proper reason to do so. This includes sharing it outside CCSS. The law says we must have one or more of these reasons:

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in our legitimate interest or
- When you consent to it

A legitimate interest is when we have a business reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is. For example, providing your contact information to manage our court rotas.

Here is a list of ways we may use your personal information and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are.

<b>What we use your personal information for</b>	<b>Our reason(s) we rely on to use your personal information as set out by law</b>	<b>Our legitimate interests</b>
To manage our relationship with you.	Your consent. Our legitimate interests. Our legal duty.	Keeping our records up to date. To share your details with volunteers and staff to fulfil our agreements.
To manage our work with Coroners' Courts.	Your consent. Our legitimate interests.	Keeping rotas up to date. To share your details with volunteers and staff and Courts to fulfil our agreements.
To manage our relationship with new/potential volunteers	Your consent. Our legitimate interests.	To assist with the induction and training of new volunteers joining court teams.
In order for our national helpline team and local telephone support service volunteers to assist and support you	Your consent. Our legitimate interests.	To share your details with CCSS volunteers and staff, Courts and other support services in order to support you.
To deliver practical and emotional support to families and witnesses attending Court.	Our legitimate interests. Fulfilling agreements.	Keeping our records up to date.
To respond to Subject Access Requests and/or complaints and seek to resolve them.	Our legitimate interests.	Being efficient about how we fulfil our agreements and contractual duties.
To pay expenses to volunteers and staff.	Fulfilling agreements / contracts.	Being efficient about how we fulfil our agreements and contractual duties.
To study and learn how our volunteers and service users use our services and other organisations.	Our legitimate interests.	Developing products and services.
To obey laws and regulations that apply to us.	Our legal interests.	Complying with regulations that apply to us. Being efficient about how we fulfil our legal duties.
To run our service in an efficient and proper way. This includes managing our service delivery capability, governance, planning and financial position.	Our legitimate interests. Our legal interests.	Complying with regulations that apply to us.
To exercise our rights set out in agreements with volunteers, funders and Courts or contracts with staff.	Fulfilling agreements / contracts. Your consent. Our legal interests.	Being efficient about how we fulfil our agreements and contractual duties.

To manage donor relationships when information is given directly to us or indirectly through other organisations, for example via Peoples Fundraising or Give As You Live.	Our legal duty. Your consent.	Seeking your consent when we need it to contact you.
To develop and manage our brand, products and services.	Our legitimate interests.	Developing products and support services.
To manage our relationship with local authorities, MOJ and other grant and funding bodies.	Fulfilling contracts. Our legitimate interests. Our legal duty. Your consent.	Being efficient about how we fulfil our legal and contractual duties. Seeking your consent when we need it to contact you.
To manage our relationship with Trustees.	Our legitimate interests. Our legal duty.	Being efficient about how we fulfil our legal and contractual duties.
Ensuring we have emergency/next of kin information.	Our legitimate interests. Your consent.	Providing a duty of care for you.
Ensuring we adhere to safeguarding, the DBS Code of Practice and to verify entitlement to work or volunteer.	Our legal duty. Your consent. Our legitimate interests.	Safeguarding. DBS Code of Practice. Verification of Criminal Record (Standard check). Verification of identity. Verification of entitlement to work or volunteer.
To promote and raise awareness of our service through social media platforms CCSS uses photographic materials.	Your consent. Our legitimate interests.	Social media platforms and CCSS marketing materials to develop brand awareness.
Responding to a request	Our legitimate interests.	If you contact us with a query, we may use your personal information to provide you with a response.
Via our website we use your personal information to assist and support you or to support our fundraising or direct marketing activities.	Your consent. Our legitimate interests.	If you contact us via the website live chat your personal information may be used by CCSS staff and volunteers, Courts and other support services in order to support you. To send our supporters marketing information about our projects, fundraising activities and appeals. Marketing will include an unsubscribe button allowing you to opt out at any time.

Donation processing	Your consent.	We will process personal information you provide in order to administer any one-off or on-going donations you make and claim Gift Aid.
Market research and surveys	Our legitimate interests.	We may invite you to participate in surveys or market research to help us improve our website, fundraising, services and strategic development. Participation is always voluntary and no individuals will be identified as a result of this research, unless you consent to us publishing your feedback.
Ensuring we comply with the Equality Act 2010 and monitor and promote equal opportunities	Your consent	Diversity monitoring is not a requirement. All data is collected anonymously and reviewed internally as a reporting tool to identify barriers and solutions to ensure our staff and volunteers reflect the diversity of the people we support.

### **When you indirectly give us information**

When you interact with us on social media platforms such as Facebook, YouTube, Twitter or LinkedIn we may also obtain some personal information about you. The information we receive will depend on the privacy preferences you have set on each platform and the privacy policies of each platform. To change your settings on these platforms, please refer to their privacy notices.

We may obtain information about your visit to our site, for example the pages you visit and how you navigate the site, by using cookies.

### **If you are under 16**

If you are aged under 16, you must get your parent/guardian's permission before you provide any personal information to us.

### **Our DBS personal data process and arrangements with uCheck**

CCSS carries out a standard DBS (Disclosure and Barring) check on volunteers and staff. The [Government DBS Privacy Notice](#) is provided to DBS applicants. 'uCheck', our partner organisation, processes DBS forms on behalf of the Coroners' Courts Support Service. Applicants will receive their Standard Certificate directly from the Disclosure & Barring Service. Upon receipt of the certificate, applicants are required to send a copy of the certificate to the CCSS. We ask all new volunteers to sign up to the online DBS Update Service which allows certificates to be kept up to

date free of charge. We retain a copy of your certificate whilst you volunteer or work with us. CCSS complies with the [DBS Code of Practice](#).

### **What personal data we collect and how we use it**

**Volunteers:** Your name, your contact details, your date of birth (which is used in relation to our insurance policy), your bank details to pay expenses, information contained in your application to assist with assessing your suitability for the role and to maintain our relationship with you. This information is used for CCSS rotas and by staff to manage services.

**Staff:** Your name, your contact details, your date of birth, your bank details to pay expenses, information contained in your application to assist with assessing your suitability for the role and to maintain our relationship with you. National insurance and tax records, HR records. This information is used to maintain our contract with you.

**Trustees:** Your name, your contact details, your bank details to pay expenses.

**Inquest Information:** Names of inquests being held. Family and witness information is collected to enable support to be delivered effectively, however, this information is not retained beyond the Inquest. We retain the name of the deceased for record keeping purposes for 12 months. Statistics including volunteer attendance, numbers supported and number of Inquests are compiled for the Annual Report and to provide feedback on our agreements with courts and contracts.

**Donors:** We do not obtain any personal data from donors via Peoples Fundraising or Give As You Live. Donors contact details and bank details are not retained after the donation is received. When donations are received by cheque or electronic transfer a record of the payment paid into the CCSS bank account is stored on the bank statement records.

CCSS does have the ability to access Donors personal details via a Peoples Fundraising and Give as You Live database, we do this to understand how much funding is being received and where the funding is coming from. The database can tell us the name, address and amounts donated if this has been provided by the Donor. The data controller for this personal data will seek the appropriate consents for CCSS to continue to be able to access this personal information.

**National helpline, local telephone support service (TSS) and website live chat contact:** Your name, address, contact details, details of the deceased and date of inquest is collected to enable us to support you through the inquest process. A summary of the key points of the conversation are retained to refer back to during ongoing support. We retain helpline, TSS and website live chat contact information for 24 months to allow time for the inquest to have concluded. Statistics of the number of people supported via the helpline and TSS and the reason for contact are collated for evaluation purposes, for the Annual Report and to provide feedback on our agreement with funders.

**Complaints, concerns and feedback:** Your name and contact details to enable us to respond to your feedback.

### **Ethical screening and minimising risk**

We may carry out appropriate due diligence of donors, check donations and implement robust financial controls to help protect the charity from abuse, fraud and/or money laundering. We may carry out background checks and due diligence on potential donors or anyone planning on making a significant donation or gift before we can accept it.

## **How we keep your data safe and who has access**

We ensure that there are appropriate technical controls in place to protect your personal details. For example, our computers and mobile devices are password protected and platforms used to save your data - the cloud storage service Dropbox and Beacon CRM database, are encrypted and GDPR compliant.

We undertake regular reviews of who has access to information we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and courts, and funders.

We may need to disclose your details if required by police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

## **How long we keep your data**

We only keep your data for a time limited duration. Trained volunteers personal data is removed and deleted within 24 months after you leave the service. Data of unsuccessful applications and those people on our waiting list is deleted and removed within 12 months. Helpline, TSS and website live chat contact information is deleted after 24 months unless the inquest we are supporting you for has not been concluded. All complaints, including those which were resolved verbally without being put in writing, will be recorded on the CCSS record of complaint form and customer complaints summary form and kept on file for two years before being destroyed.

Data is removed and deleted sooner if requested by you, providing there is no legitimate reason for the CCSS to retain your personal information.

We will generally treat any marketing consent you give us as lasting for 24 months, but will apply the following exceptions (but only where we inform you of this at the time you give consent): Where you have committed to giving us a regular donation (usually monthly). In this situation, and unless you withdraw your consent, we will treat consent as enduring until you cancel your donation, at which point your consent will expire 24 months after the last donation. This is to enable us to keep you up to date with the impact of your gifts, and to ask whether alternative means of support would be of interest. Where you have notified us that you will be leaving a legacy to CCSS. This is a lifetime commitment and although we will provide you with regular opportunities to shape and control your communication from the CCSS, we will treat your consent as ongoing.

## **Keeping your information up to date**

We really appreciate it if you let us know if your contact details change.

## **Your right to know what we know about you, make changes or ask us to stop using your data**

You have the right to ask us to stop processing your personal data and if it is not necessary for the purpose you provided it to us for. Contact us on [info@ccsupport.org.uk](mailto:info@ccsupport.org.uk) or call 0300 111 2140.

You have the right to ask for a copy of the personal information we hold about you by making a Subject Access Request. If there are any discrepancies in the information we provide, please let us know and we will correct them.

Where requests are manifestly unfounded or excessive, or requests are repetitive, we may charge a 'reasonable fee' for the administrative costs of complying with the request. We will verify your

identity to process a Subject Access Request in order to: search our systems and clerical records to identify any information we may hold about you; prepare the information to be sent to you.

### **Changes to this Privacy Notice**

We may change this Privacy Notice from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on The Coroners' Courts Support website or by contacting you directly.

If you have any questions, comments or suggestions, please let us know by contacting us on [info@ccsupport.org.uk](mailto:info@ccsupport.org.uk) or call 0300 111 2141.