



**Lighthouse**  
Outreach Service

# Data Protection Policy

Lighthouse Outreach Service places the highest importance on the mental health and well-being of every individual in our community.

Our policies are grounded in the core values of respect, inclusion, and mutual support across all aspects of life. We aim to create a safe and empowering environment where collaboration helps each person to thrive, celebrate their strengths, and honour the unique differences of others.

**Resilience, Perseverance, Independence**

March 2026

## **Lighthouse Outreach Service**

**Effective Date:** 16<sup>th</sup> March 2026

**Next Review Date:** 16<sup>th</sup> March 2027

**Policy Owner:** Trevor Adams / Director

### **1. Purpose of this Policy**

This policy outlines how Lighthouse Outreach Service collects, uses, stores, and protects personal data, particularly in relation to children and young people supported through our outreach services. We are committed to handling all personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **2. Scope**

This policy applies to:

- All personal data processed by our organisation
- All staff, volunteers, and contractors
- All services provided, including via our website and outreach programs

### **3. Definitions**

- **Personal Data:** Any information relating to an identifiable individual.
- **Special Category Data:** Sensitive data including information about health, ethnicity, or behaviour.
- **Data Subject:** The individual whose data is being processed.
- **Data Controller:** Lighthouse Outreach Service determines how and why personal data is processed.
- **Data Processor:** A third party that processes data on our behalf (e.g., IT service providers).

### **4. Lawful Basis for Processing**

We process personal data under the following legal bases:

- **Consent:** With explicit consent from a parent or guardian.
- **Legal Obligation:** Where required by law (e.g., safeguarding reporting).
- **Vital Interests:** To protect the life of a child or young person.
- **Public Task:** Providing services in the public interest.
- **Legitimate Interests:** For internal service improvement or safeguarding purposes.

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## 5. Data We Collect

We may collect:

- Names and contact details
- Date of birth and gender
- Behavioural assessments or case notes
- Health and support needs
- Educational and family background
- Website usage information (via cookies)

## 6. How We Use Data

We use personal data to:

- Provide tailored outreach support
- Communicate with families and professionals
- Safeguard children and young people
- Monitor and evaluate our services
- Fulfil legal responsibilities

## 7. Children's Data and Consent

For children under 13, we obtain **parental or guardian consent** before collecting or processing personal data unless there is a legal or safeguarding requirement to act otherwise. We take extra care to ensure the security of children's information.

## 8. Data Sharing

We may share data with:

- Local authorities or schools (for safeguarding or collaboration)
- Healthcare professionals or CAMHS
- Law enforcement or emergency services (in urgent cases)
- IT providers (e.g., cloud storage or CRM systems)

All data sharing is minimal and based on necessity.

## 9. Data Security

We implement security measures including:

- Password-protected files and systems

- Limited staff access based on role
- Encrypted cloud storage
- Locked filing cabinets for paper records
- Regular data protection training

## **10. Data Retention**

We retain personal data:

- For a minimum of **7 years after service ends** (especially for safeguarding purposes)
- In line with legal and statutory obligations

After this period, data is securely deleted or destroyed.

## **11. Data Breach Procedure**

Any data breach will be:

- Logged and investigated immediately
- Reported to the Information Commissioner's Office (ICO) [www.ico.org.uk](http://www.ico.org.uk) within 72 hours if necessary
- Communicated to the affected individuals if there is a high risk

## **12. Individual Rights**

Data subjects (or their guardians) have the right to:

- Request access to their data
- Correct or update information
- Withdraw consent
- Request deletion (where appropriate)
- Object to certain types of processing

Requests can be made by emailing [info@lighthouseoutreachservice.com](mailto:info@lighthouseoutreachservice.com)

## **13. Staff Responsibilities**

All staff and volunteers must:

- Follow this policy and complete training
- Report any data concerns to the Data Controller or ICO
- Maintain confidentiality at all times

## **14. Policy Review**

This policy is reviewed annually or sooner if regulations change.

**Last Reviewed:** March 2026

**Next Review Due:** March 2027

## **Contact Details**

If you have any questions or concerns about Lighthouse Outreach Service's Data Protection Policy or your data, please contact:

### **Data Controller**

Trevor Adams

Lighthouse Outreach Service

info@lighthouseoutreachservice.com

07903 687577

## **Data Protection Policy – Acknowledgement of Receipt**

I, \_\_\_\_\_, confirm that I have received a copy of the

Lighthouse Outreach Service Data Protection Policy on \_\_\_\_\_ (date).

I acknowledge that I have read, understood, and agree to comply with the terms outlined in the policy.

Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_