

## Who we are:

We are the national Rape Crisis helpline for survivors of sexual violence. The helpline is open 365 days a year to women and girls aged 13 and over, who have survived rape and sexual abuse. We offer specialised confidential emotional support, and referral information. The helpline provides a supportive, non-judgemental space for you to begin talking about your experiences. You are the expert in your life and we will support you in your choices. Calls to the national Rape Crisis helpline are completely confidential. The number will not show up on your phone bill and we have no way of seeing your number when you contact us. We do not record any of our helpline calls, although these may be monitored for training purposes. We have no way of identifying you through calls to the helpline should you wish to remain anonymous. We are only aware of information that you choose to share with us.

**What information we will collect about you? (Personal & Sensitive Data):** Our funding requires us to submit anonymised data on callers:

- Age
- Gender
- Sexuality
- Religion
- Disability

We will ask for this information at the end of a call. We will ask for your permission to record this data. This information is stored on a secure database. If you would rather we did not record this information, you do not have to tell us. We will not be making our own judgments, diagnosis or inferring information. Our funders are London Councils, The Ministry of Justice, and Rosa.

We take very brief notes as a summary of the call. This includes the date, time and duration of the call, as well as the demographic information that you have given us. This is to enable us to report the unidentifiable data to our funders. We will not be making our own judgments, diagnosis or inferring information. These notes can be helpful should you wish to access your records at a later date as evidence. We will only record what you would like us to. This information is also stored on a secure password protected database. We do not record surnames or dates of birth. The only person who should be able to identify the notes is you.

## There are six lawful bases for collecting personal and sensitive data:

1. **Consent:** you have given clear consent for RASASC to process your personal data for a specific purpose.
2. **Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
3. **Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).
4. **Vital interests:** the processing is necessary to protect someone's life.
5. **Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
6. **Legitimate interests:** 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.

RASASC collects your personal data based on points 1 and 6 above.

## Why we are collecting this information:

We are processing the sensitive data so that our funders can monitor that difference ethnic groups have equality of opportunity in terms of accessing our service. This is a condition outlined by the Data Protection Act in Schedule 1, Part 2, Paragraph 8 as being of substantial public interest. Anonymised data is also used by Rape Crisis England and Wales for research purposes to provide evidence on the scale of sexual abuse.

# PRIVACY POLICY FOR THE NATIONAL RAPE CRISIS HELPLINE

---

## Who we may be sharing information with:

All of our funders ask for demographic information about all our clients and the trauma you have experienced. This is to ensure we are reaching a wide range of people. They will never ask about your name or contact details and it is our ethos never to disclose any identifying information to anyone. You remain totally unidentifiable.

If you are going through the Criminal Justice System (CJS), the police or CPS may ask for your notes. However, we would not provide these without your written permission. If your permission is not forthcoming, the CJS would have to get a court order and enforce the disclosure. You will be kept informed about any such orders or requests. In these instances your notes will be either handed in hard copy to an officer or sent via encrypted email to a named person in the CJS.

If you first disclosed what happened to you to the Helpline and you subsequently report to the police, the police may ask for that record to support your case. Again you would have to give your permission for RASASC to disclose this information.

In the event of a safeguarding concern, we will always talk to you first about whether we can share your information and have a discussion about our worries but our aim is that you contact the relevant organisation yourself. Fundamentally, we want you to be safe and will work alongside you to ensure your safety.

Statistical evidence: We occasionally carry out research about our work but no identifiable details or your name will ever be used in the collection of statistics.

## Where we keep your information:

All your data will be stored at our anonymous Croydon office. All your information is stored securely and password protected under this number on the Rape Crisis Data Processing Monitoring System which is password protected.

## How long we will keep your information:

We will keep your information from the last point of your contact with us for a further seven years. In the case of children, we will keep the data for 14 years. At the end of seven years, your data will be deleted on the DPMS and hard copies will be securely shredded.

## Breach of Data Protection:

As a member of the Information Commissioner's Office, if, in the unlikely event that RASASC discovers that there has been a breach of confidentiality of your personal data that poses a risk to your rights and freedoms, we will report the breach to the Information Commissioner within 72 hours of discovery. RASASC will record all data breaches regardless of their effect.

## Access to your information and correction:

You have the right to request a copy of the information that we hold about you. If you need a hard copy of some or all of your personal information, please email [info@rasasc.org.uk](mailto:info@rasasc.org.uk) or write to us at P.O. Box 383, Croydon, CR9 2AW. To ascertain that you are that person, we may ask you to verify some information and to sign a disclaimer.

If you feel that you would like us to delete all information about you (the right to be forgotten), we will delete all your information. However, if there has been or there is going to be criminal proceedings or if there has been a safeguarding issue, we would not be able to delete your entry.

## Fundamentally:

Our ethos is to offer you a safe and confidential service with your welfare at the heart of everything we do. We never discuss clients or take your file outside our building, we never share your information with any third party, unless you request us to do so, to ensure your anonymity and confidence in the professional services we are providing for you.

## How to contact us:

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email: [info@rasasc.org.uk](mailto:info@rasasc.org.uk)
- By telephone to the CEO: 0208 683 3311
- By letter: RASASC, P.O. Box 383, Croydon, CR9 2AW