

Privacy and Confidentiality Policy

The Bristol Child Contact Centre recognizes that the contact process requires explicit confidentiality which all Child Contact Centre workers are obliged to observe. Therefore, we will ensure that:

1. Volunteers undertake not to discuss or disclose any details relating to a family outside of the Child Contact Centre.
2. Volunteers will not make verbal or written reports in any court proceedings, except for criminal proceedings where anyone using the Child Contact Centre or a volunteer is at risk from physical harm.
3. All personal data relating to families and volunteers will be kept in a secure place at all times. Any computer or other device used to store such personal data will be protected by password and internet virus protection software which will be kept up to date.
4. No-one's personal data (including his/her address and telephone number) will be passed to any other person (including to his/her former partner) or agency without his/her permission except for the purpose of obtaining approval for that person to use the Child Contact Centre. The only exceptions to this will be if a child or former partner is felt to be at risk of harm or anyone using the Child Contact Centre or a volunteer is felt to be at risk of physical harm.
5. All volunteers and trustees and all potential volunteers and trustees must have a Criminal Records Disclosure carried out by the Disclosure and Barring Service. The results of this Disclosure will be made available to the Coordinator and/or the Trustees.
6. No photography will be allowed at or in the vicinity of the Child Contact Centre except with the specific permission of the co-ordinator or the person in charge of the Centre from time to time. No photograph taken at or in the vicinity of the Child Contact Centre may be published on any social medium or otherwise, except with the specific permission of the trustees. No photograph of any person will be allowed without that person's permission, including the permission of any child who is of sufficient age and understanding to give or withhold permission. No photograph of any child will be allowed without the permission of both of that child's parents and of all other persons with parental responsibility for that child.
7. The dates and times of a family's attendance will be made available to referring agencies upon request, at the absolute discretion of the Trustees. No other information will be released unless a child or former partner is felt to be at risk of harm either inside or outside of the Child Contact Centre, or anyone using the Child Contact Centre or a volunteer is felt to be at risk from physical harm.
8. From time to time Cafcass officers, social workers, solicitors and other individuals or agencies may wish to observe contact between individual clients and children in the Contact Centre for the purposes of assessment. In such cases a request should be made to the Centre Coordinator in advance. The written consent of both parties to the contact arrangement and of any other person with parental responsibility for the child in question will be required and should be obtained by the individual or agency seeking to undertake the assessment. Permission will then be given or withheld at the absolute discretion of the Trustees. The observations and opinions of volunteers, Coordinators and Trustees will not be sought or referred to in any such assessment, apart from the information referred to in paragraph x and Y above.

9. All personal data relating to families and volunteers which has not been used for one year will ordinarily be treated as confidential waste and disposed of confidentially, with the exception of data recorded in the accident book, which will be kept indefinitely.
10. Child Contact Centre users, referrers, volunteers and staff will all be aware of the existence of this policy and have access to it upon request.

This policy will be reviewed and if necessary updated annually.

Reviewed and amended May 2018.

Reviewed and adopted February 2021

Reviewed and adopted March 2022