

## Prime Time Child Contact Centre Data Protection Policy

The Data Protection Act 2018 requires that anyone processing personal data must comply with the eight enforceable principles of good practice. Prime Time Child Contact Centre (PTCCC) will comply with these requirements by ensuring that:

1. PTCCC has conducted an information audit to map data flows.
2. PTCCC has identified your lawful bases for processing and documented them.
3. PTCCC has reviewed how you ask for and record consent.
4. Registered with the Information Commissioners Office.
5. To fulfil the obligations to data subjects' right to be informed, everyone will receive a copy of the privacy notice. PTCCC has a process to recognise and respond to individuals' requests to access their personal data.

Individuals have the right to obtain:

- confirmation that their data is being processed;
- access to their personal data; and
- other supplementary information – this largely corresponds to the information provided in the privacy notice.

PTCCC also has:

- processes to ensure that the personal data you hold remains accurate and up to date,
- a process to securely dispose of personal data that is no longer required or where an individual has asked you to erase it
- procedures to respond to an individual's request to restrict the processing of their personal data.
- processes to allow individuals to move, copy or transfer their personal data from one IT environment to another in a safe and secure way, without hindrance to usability.
- procedures to handle an individual's objection to the processing of their personal data.
- processes to identify, report, manage and resolve any personal data breaches.

These are all included in the Privacy Policy.