



Willow Family Care Ltd

Data Protection Contact

Version: 1.0

Effective Date: July 2026

Review Date: July 2027

Data Protection Contact

Willow Family Care Ltd is committed to protecting the privacy and personal information of the children, young people, families, employees and professionals we work with.

If you have any questions about how we use your personal information, wish to exercise your rights under UK data protection law, or have concerns about the way your information has been handled, please contact our Data Protection Lead.

We will treat all enquiries seriously, fairly and in confidence.

Our Data Protection Lead

Jamie Harrocks

Willow Family Care Ltd

Amelia House

Crescent Road

Worthing

West Sussex

BN11 1RL

Telephone: **01903 250530**

Email: info@willowfamilycare.co.uk

How We Can Help

Our Data Protection Lead can assist with:

- Questions about how Willow Family Care uses personal information.
- Requests to access personal information (Subject Access Requests).
- Requests to correct inaccurate information.
- Questions about our Privacy Notices.
- Questions about CCTV.
- Data protection complaints.
- Concerns about confidentiality.
- Requests relating to children's information.
- Requests for information in alternative formats where reasonably practicable.

Subject Access Requests

If you wish to obtain a copy of the personal information Willow Family Care holds about you, you may make a Subject Access Request.

Requests can be made:

- by email;
- by post;
- using our Subject Access Request Form;
- verbally (where appropriate).

Before releasing information, we may ask for proof of identity to protect personal information from unauthorised disclosure.

We aim to respond without undue delay and within one calendar month of receiving a valid request, unless UK data protection law permits an extension. If more time is needed because a request is particularly complex, we will explain why and keep you informed.

Reporting a Data Protection Concern

If you believe Willow Family Care has not handled your personal information correctly, we encourage you to contact us as soon as possible.

When raising a concern, it is helpful to include:

- your name and contact details;
- a description of your concern;
- the date or approximate date of the incident (if known);
- any supporting information that may help us investigate.

We will:

- acknowledge your concern promptly;
- investigate it fairly and impartially;
- keep appropriate records of our investigation;
- respond as soon as reasonably practicable.

Where we identify opportunities to improve our practices, we will take appropriate action.

Alternative Formats

We are committed to making our information as accessible as reasonably practicable.

If you require information in an alternative format, such as:

- larger print;
- plain English;
- an accessible electronic format;
- a child-friendly version;

please let us know and we will consider reasonable requests.

If you require support to understand information because of a disability or communication need, please tell us and we will work with you to identify an appropriate solution.

Complaints

If you remain dissatisfied after we have responded to your concern, you may have the right to raise your concerns with the Information Commissioner's Office (ICO), the UK's independent authority responsible for upholding information rights.

We hope, however, that you will give us the opportunity to investigate and respond to your concerns first.

Our Commitment

At Willow Family Care, protecting personal information is an essential part of safeguarding children and delivering high-quality care.

We are committed to:

- handling information lawfully, fairly and transparently;
- respecting the privacy of children, families, staff and professionals;
- maintaining appropriate security measures;
- responding openly to questions and concerns;
- continually improving our information governance arrangements.

We welcome feedback that helps us improve our services.

Related Documents

For further information, please see our:

- Privacy Notice
- Children's Privacy Notice
- Cookie Policy
- Accessibility Statement
- Website Terms of Use
- Information Governance & Data Protection Manual (available on request where appropriate)

Document Control

Document Title: Data Protection Contact

Document Owner: Jamie Harrocks – Data Protection Lead

Approved By: Board of Directors

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