



Privacy Policy

Matchmothers Charity number: 1116218

Our contact details

Name: Matchmothers

Address: BM Box number 6334, London WC1 N3XX

Phone Number: 07970998343

E-mail: Rosalind@matchmothers.org

Privacy Statement

The purpose of this statement is to be clear and transparent about how Matchmothers uses your personal information. This privacy policy applies to people who use our service, our supporters, our customers, our volunteers as well as the general public. It also applies to our contractors, third parties and partners.

Changes to this Privacy Statement

As the service we provide changes, we may need to alter this Privacy Statement. Please check this page occasionally to see if we have included any updates or changes, and that you are happy with them.

If you have any queries about this statement please contact Rosalind@matchmothers.org.

The type of personal information we collect

Matchmothers holds information used to identify members and other users of the website. This data also includes names of children given and their birthdays if requested. We encourage you to use pseudonyms to protect your child's identity and state this on our joining form.

This included details that members may wish to allow us to store for use in birthday celebrations, to send and receive email, to telephone and for use on websites such as face book and other social media platforms.

We may use your personal information for the purpose set out in the policy, which include:

To provide you with support

We support people in a number of ways, including by telephone, letter, email, webchat and face-to-face. When you talk to one of our volunteers, we may record certain information about your contact with us.



When you volunteer with us

When you apply to volunteer with us, we process your personal information for the purpose of assessing and progressing your application. This information will be shared with the relevant branch so that they can manage your application.

When you donate to us

When you donate money to Matchmothers we need to collect and use certain information about you in order to process your donation.

To market to you

Where you have consented to this, we may send you emails and text messages about our services and opportunities to support us. We will not send you marketing if you have asked us not to. To withdraw your consent or opt-out from receiving marketing at any time, please contact us by emailing Rosalind@matchmothers.org.

To serve you with online advertising

We promote our aims and activities online, including via platforms such as Facebook. We may use online platforms to inform you of current events or information.

Privacy information for callers on Matchline

Matchmothers supports people in distress through its support service. Our service is available by telephone, email, letter, web chat, and face to face.

Our helplines are designed so that Matchmothers volunteers can't see your contact details, however, some information that could be used to identify you is stored on our central systems and can be accessed by Trustees and volunteers on the helpline and as we chat in our private area for call handlers. The following information may be recorded when you use our services and speak to a volunteer:

Encrypted phone number (if contact is by phone)

Email address (if contact is by email)

Postal address (if contact is by written letter)

IP address (if contact is by webchat)

CCTV Images (if contact is face to face)

Caller ID

Time & date of call

Caller gender (if given)



Caller age (if given)

Contact type (i.e. by phone, letter, email, webchat or face-to-face)

Caller concerns

We also record some statistical information on each contact we receive, to report on and improve our service. This includes non-identifiable information, such as how distressed the individual was at the time of contact. This information is never used to report on specific people and cannot be used to identify anyone. Where we provide emotional support in locations outside of the branches, our volunteers will take steps to ensure that any notes taken for statistical purposes are kept secure and securely in our central database which is password protected.

If we need to investigate a call or series of calls (e.g., if you make a complaint), we can use the encrypted telephone number shown on our central system to identify the specific calls, however this will not reveal your telephone number to us.

If you contact rosalind@matchmothers.org or any of our email addresses ending @matchmothers.org, or if you reply to the email we send you, your actual email address may be visible in the addressee line. This depends on how your computer is set up. If you would like to avoid this, you should review the whole of your email message (including any historic messages, usually shown below your current reply) and delete any mention of your email address before you press send.

If you contact us by letter, the volunteer will be able to see your postal address if you have included that.

Unlike the telephone helpline, your telephone number will be visible if you contact us directly.

We try to keep as little information about you as possible. Volunteers may take notes when they talk to you to assist in the conversation. We record your phone calls to the helpline but volunteers and staff may from time to time listen in to calls for training, quality, support, or research purposes.

Where contact is electronic (for example by email or webchat), we keep copies of this contact, for the purpose of providing you with support.

Safeguarding

When we are worried about your safety or that you are being hurt either by your own actions or by someone else, we want to help you find the best way to keep yourself safe.

We'll do this by listening and by talking to you about what you want to do. Most of the time whatever you tell us will stay between you and Matchmother caller and the notes they save on the spreadsheet. However, if we feel that you are unable to make decisions for yourself sometimes we might need to tell someone else what you've told us to be able to help you.

This will apply to all children (those under the age of 18). Under some circumstances it may also apply to adults, if for example, if you are an adult at risk (you have additional health or care needs which prevent you from protecting yourself)



If you share information with us which identified a child or adult as risk who is suffering abuse or harm, after discussion with you, we may contact other relevant services.

We can only do this if we have information which identifies you.

We take your confidentiality very seriously and will only consider speaking to someone else if we are really worried about what you have told us and we feel that you are unable to make decisions.

Additional support

In some circumstances, we may offer to call you back or for you to call us at an agreed time. In these cases, we will record information you've given us to complete the follow-up call. We may need to share this information internally, because we work as a team to provide you with the best possible support and we want to ensure that whoever you speak to is up to date with your situation.

We may contact you to offer our support if you are referred to us by another organisation or individual.

Limiting or withdrawing access to our services

From time to time we may have to use the information collected about you when you contact us to make decisions about limiting access to our services. For example:

If you contact us a lot in a short period of time we may need to manage your access to our service to ensure that others are able to get through to us. If this happens to you, you will get a message that explains how else you can contact us to discuss your support needs.

If we believe you are abusing our service or are abusive towards volunteers, we will use our system to block your calls or messages from getting through. If you can't get through by phone, you will hear a message that explains how to contact us to discuss our decision to block you from our system.

If we take the decision to limit your access to our systems, we will make every effort to inform you as to the reason why we have restricted your access. We may ask you to give us a contact number so that a member of our volunteer Team can call you to talk about your support needs.

If you are abusive or threaten our volunteers or staff we may report you to the police, provide them with what information we hold on you and, where available, circulate your information to ensure the safety of our volunteers.

Training and monitoring ('listening in')

While we record your phone calls to our helpline, there are occasions when a second volunteer may be required to 'listen-in' to a live call being taken by another volunteer. We do this to:

Train new volunteer call handlers: in order to properly prepare our new volunteers to take calls, they will undertake a period of 'listening in' to an experienced volunteer. After a period of time, when the new call handler starts to take calls, the experienced volunteer will also listen in to their calls in order to provide guidance and support. This is purely for the purpose of training new Matchmother volunteers and there is no change in the information collected in the course of a usual call.



To monitor the quality of our service: The trustees monitor and assess telephone contacts and flag poor or exceptional service by 'listening in' to random contacts. This is for the purpose of monitoring the quality of calls taken by our volunteers, information may be recorded on the performance of the volunteer, but no additional information relating to the content of the contact is taken.

In each of these circumstances those 'listening-in' are trained and subject to the same policies as the primary listener.

Answering your queries and handling your complaints

Matchmothers aims to provide support to the highest possible standard at all times. To help achieve this, we encourage anyone who is not completely happy with the service they have received to let us know immediately, by contacting us.

When you contact us with a query or a complaint, we will collect personal information from you (including contact details and why you are calling). We use this information to provide you with advice and support, to find out the answer to your query, or to investigate your complaint (as appropriate), and also to create a record on our systems so that we have this available if you contact us again, and so we can follow up in relation to any outstanding issues.

Your information will not be passed on to anyone outside of Matchmothers but in most cases, we will need to involve the Trustees who may contact you directly to try to resolve your complaint.

We believe that we have a legitimate interest in ensuring that any queries and complaints are quickly and appropriately dealt with.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Joining the service and becoming a member of matchmothers
- Using our call in service on the Matchline
- To offer you free therapy sessions should you request them. (The therapy service is provided by a volunteer psychotherapist who operates as a trustee so no data here is shared externally)

We also receive personal information indirectly, from the following sources in the following scenarios:

- If another member divulges your details to us to request that they join matchmothers.

We use the information that you have given us in order to:



- Email
- Chat on social media with you
- Send you mothers day cards
- Celebrate your child's birthdays in our e-zine
- Send you links to third party services such as legal advice or Samaritans

We may share this information with volunteers on the helpline or in discussion with the trustees if we feel you are at risk and need further support.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are your consent as ascertained by the provision of information to us. You are able to remove your consent at any time. You can do this by contacting Rosalind@matchmothers.org.

We collect your information from emails that you send us and from filling in the membership form. We also receive your information from login requests to the facebook page and also from your telephone number when you call us.

All calls are recorded and the telephone number held in a data spreadsheet. When we are worried about your safety or that you are being hurt either by your own actions or by someone else, we want to help you to find the best way to keep yourself safe.

We'll do this by listening and by talking to you about what you want to do. Most of the time whatever you tell us will stay between you and MATCHmothers volunteers.

However, if we feel that you are unable to make decisions for yourself sometimes we might need to tell someone else what you've told us to be able to help you.

This will apply to all children. Under some circumstances it may also apply to adults, if for example, you are not able to make a decision about your own safety because you don't understand the risks, if you cannot remember the situation you are in, or if you lose consciousness whilst you are on the phone to us.

If you share information with us which identifies a child or adult at risk who is suffering abuse or harm, after discussion with you, we may contact other relevant services.

We can only help in these situations if we have information which identifies you.

We will have a record of your telephone number which will be recorded on the volunteer line and also at the telephone head office. All calls are recorded and stored for a period of 1 month.

Your call may be used for training purposes however this will only be done with your permission. for volunteers to refer back to.



You have the right to withdraw consent at any time.

How we store your personal information

Your information is securely stored on a server hosted by Juiced Media.

We keep any personal data that you have shared with us and details of any calls for as long as you allow us to. This includes a history of all of your membership and any information you have given to us.

Once you tell us to destroy your data we will then dispose this information by requesting removal of your data through our service provider Juiced Media.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances. This may include not sharing Birthdays on the e-zine, not sending you Mothers day cards and not contacting you.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at

Matchmothers

BM Box number 6334, London WC1 N3XX

if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at rosalind@matchmothers.org.



You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Making a donation

When you donate money to Matchmothers, we need to collect and use certain information about you in order to process your donation. This could include your name, email address, postal address, telephone or mobile number, bank details, taxpayer status (to understand if we can claim Gift Aid), date of birth and history of previous donations. We may also ask your permission at this time to add you to our marketing database so that we can keep in touch.

When you make a donation via Matchmothers website, your data is stored on a secure server and processed by our payment service providers. Our payment service providers use internationally recognised encryption standards and security methods to keep your data safe.

If you have donated to Matchmothers via an online fundraising platform, they will pass your information onto us to allow us to record and process your donation. We will contact you to confirm that we have received your donation and to see whether you would like to keep in touch in the future.

Third party marketing and fundraising

Matchmothers works with various external companies, who may collect, store or process personal information on our behalf. When we do this, we:

carry out checks on each company before we decide to work with them, to ensure that they have adequate safeguards in place to keep your data safe;



do not give them any rights to use your personal information except in accordance with our instructions;

require them to give us contractual assurances that they will comply with all data protection laws; and make sure that your data is transferred to them securely.

Here are some examples of third parties that we may share your data with or that may have access to your data for the purposes of providing services to Matchmothers:

Our website & database providers

Our campaigning & fundraising volunteers within the service.

Our payment system, direct debit and Gift Aid processing service providers

Our research survey providers

Our raffle & lottery services provider

To claim Gift Aid

We rely on your consent to claim Gift Aid, and on our legitimate interest in raising funds for processing payments.

If you have made a Gift Aid declaration, we will need to disclose the information you have provided as part of our declaration to HMRC for the purpose of reclaiming Gift Aid.

Direct marketing

From time to time we may send you communications about our work and how you can help us, for example, information about campaigns, volunteering, fundraising and how you can donate to us. Occasionally, we may include information from partner organisations or organisations who support us in these communications.

We will only send you marketing information electronically (e.g. by email or text/SMS) if you have specifically agreed to us doing so. We rely on consent for this processing and you can withdraw your consent at any time by emailing us at rosalind@matchmothers.org.

We may send marketing information by post or call you for marketing purposes, unless you have previously opted out or said that you don't want to be contacted. We rely on legitimate interest for this processing, as we consider that we have a legitimate interest to promote Matchmothers to potential and actual supporters.

You can update your contact preferences or let us know that you don't want to hear from us any more at any time by emailing Rosalind@matchmothers.org. If you tell us that you don't want to receive our updates anymore, we will keep your details on a 'suppression' list to help ensure that we do not continue to send these to you. We may still need to contact you for administrative purposes, for example to process a donation you have made, or to give you information about an event you have registered for.



If you ask us to stop sending marketing information, we will update our records to stop further mailings as quickly as we can, however you may still receive mailings which were already in progress before you requested the stop.

Matchmothers email subscriptions

If you sign up to receive news and updates from Matchmothers by email, your name and contact details will be stored with our third party email service provider.

How to unsubscribe from receiving Matchmothers emails.

If you want to stop receiving emails from us, you can unsubscribe directly through emailing rosalind@matchmothers.org. Please allow up to 10 working days for our records to update and for the unsubscribe to take effect.

How to notify us of a change in details

If your personal details change, please help us to keep your information up to date by emailing rosalind@matchmothers.org.

Privacy information for Volunteers and potential volunteers

Matchmothers will store and share certain information about applicants and volunteers to manage their application and involvement with the organisation. This is collated through the Trustees.

We consider that it is within our legitimate interests to process your personal data in connection with your volunteering journey with us as described below, as this helps us to support our callers safely and effectively.

This section sets out how your personal data will be used by Matchmothers to coordinate your application and volunteering with us.

Enquiring about volunteering opportunities

If you are interested in volunteering with Matchmothers, you can contact us through our website, via the telephone, post, email, or at events. You can also contact branches directly.

You will be asked to give us your personal details so that we can contact you in relation to your enquiry.

Matchmothers will also use the information you have provided to assist you with any queries you might have regarding your volunteering application and to ask you about your experience of applying to volunteer with us.



Applying to be a Matchmother volunteer

The information you provide on your application journey will be used to process your application and make a decision about whether you will be accepted on to a Matchmothers call handler training course. You may be asked for information about your age, disability, gender, employment status and ethnicity (known as 'sensitive personal information') to help Matchmothers with equal opportunities monitoring. You are not required to give this information, but if you do, Matchmothers will use it for the purposes of managing your application and involvement with Matchmothers and equal opportunities monitoring only.

Matchmothers will keep the personal information you provide to us during the application process confidential, unless we are required to disclose it in connection with a police investigation and/or we have reason to believe that you may present a risk of harm to others.

If you withdraw your application or it is unsuccessful

Records relating to unsuccessful or withdrawn applications are held until you request that they are removed from our system.

There are a small number of exceptions where the six-month anonymisation rule will not apply, for example, where a potential volunteer's application is declined due to risks identified during the criminal record check.

When you become a Matchmothers volunteer

Matchmothers maintain control of the following personal information in relation to volunteers:

Criminal record checks for volunteers alongside the Disclosure and Barring Service and Disclosure Scotland.

Referrals to the Disclosure & Referral Panel which determines whether a potential or existing volunteer with relevant offences is suitable to volunteer

The list of volunteers permanently excluded from volunteering with Matchmothers (excluded volunteers list) and referrals to the relevant safeguarding bodies

The volunteer problem solving procedures if there is escalation following a branch investigation.

Enquiries from potential volunteers received via the Matchmothers website.

Details of volunteers who have been recognised for long service

Concerns or queries relating to the above categories of personal data should be directed to rosalind@matchmothers.org.



As part of your volunteering, you will be given access to central systems.

The data contained in the eLog can only be accessed by those who need to use it. A series of access levels have been defined according to the role held – from volunteers on shift to Trustees. This is held on a password encrypted google drive.

Monitoring training compliance

When we release mandatory training we believe it is within our Legitimate Interest to monitor the completion of that training and take action such as removing volunteers from shifts where this is not done. To do so we may use data from sources such as e-log, to identify when a volunteer has been on shift, and identify who has undertaken training, to identify when training has not been completed.

If you are subject to an investigation

There may be circumstances where we are required to investigate your conduct as a result of a complaint or allegation made against you. This will be dealt with by the trustees.

As part of an investigation, we may collect information from yourself and others involved in the complaint for the purpose of assisting with our investigation of the matter.

If you are excluded from volunteering

All volunteers who have been dismissed or have resigned from their duties before or during investigation for serious misconduct are referred to the Criminal Records and Exclusions Panel, to consider whether their name should be included on the list of those who are unable to volunteer for Matchmothers in the future.

If the decision is taken to permanently exclude you from volunteering your name and date of birth will be placed on a secure list which is accessible to a limited number of staff and all branch directors, to allow them to check for excluded volunteers during the recruitment process.

We consider it within our legitimate interest to maintain a list of those who are no longer able to volunteer for us.