

# Privacy Policy

## Our contact details

Name: Pregnancy Crisis Helpline  
Address: PO Box 78897, London SW16 9PL  
Phone number: 020 3880 5798  
E-mail: [info@pregnancycrisishelpline.org.uk](mailto:info@pregnancycrisishelpline.org.uk)

## The type of personal information we collect

We currently collect and process the following information:

- personal identifiers, contacts and characteristics (for example, name and contact details)
- details about a caller's situation

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you so we can:

- call you back if you want us to
- support you
- keep a record of your details in case you call back
- refer you to another support service if you choose
- contact an appropriate authority if we are concerned about a safeguarding risk

We will only share this information with other support services if you have given us your permission. We may need to share this information with an appropriate authority without your consent if we are concerned about a safeguarding risk to yourself or someone you tell us about.

Under the General Data Protection Regulation (GDPR) we can legally only process your information if we have your consent to do so.

You are able to remove your consent at any time by contacting:

[dataprotection@pregnancycrisishelpline.org.uk](mailto:dataprotection@pregnancycrisishelpline.org.uk)

## How we store your personal information

Your information is securely stored using Google Workspace with highly restricted access.

We keep your phone number and/or email address and a summary of what you called us about for a period of five years. We will then dispose of your information by removing any link to your phone number – retaining anonymous summaries of calls for our records and training.

## 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 right to object to the processing of your personal information in certain circumstances.

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 [info@pregnancycrisishelpline.org.uk](mailto:info@pregnancycrisishelpline.org.uk) 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 [complaints@pregnancycrisishelpline.org.uk](mailto:complaints@pregnancycrisishelpline.org.uk)

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>

## Adoption of this policy

The charity trustees formally accepted this policy on 18th July 2024 at the trustees meeting.

Signed

A handwritten signature in black ink, appearing to read 'Toby Cosh', written in a cursive style.

Toby Cosh

Chair of trustees

18th July 2024