



Privacy Notice for BB4K Services

1. Who we are

Bounce Back 4 Kids (BB4K) is a PACT service that supports families. PACT is a data controller, which means we decide how and why your personal data is used.

2. Who this notice applies to

This notice applies to:

- Parents and carers who are referred to or use the BB4K service

3. What personal data we collect

We only collect information we need to support you and your family.

We may collect:

- Your name and contact details
- Basic information about you (e.g. date of birth, language)
- Information about your situation and support needs
- Referral information from professionals
- Notes about the support we provide
- Login details for the BOUNCE platform (if used)

4. Sensitive data

Some information we collect is more sensitive. This includes:

- Health or well-being information
- Information about safeguarding concerns
- Information about your family situation

We use this data to make sure we provide the right support and keep people safe.

5. Where your data comes from

Your information may come from:

- You
- Schools
- Social services
- Other professionals supporting your family
- Referral forms
- Contact with you (calls, meetings, emails)

6. How we use your data

We use your data at different stages of support.

6.1 Referral and assessment

We use your data to:

- Understand your situation

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- Decide what support we can offer you

Legal basis: legitimate interests

6.2 Providing support

We use your data to:

- Create a support plan
- Deliver services (including groups and sessions)
- Keep records of support

Legal basis: legitimate interests

6.3 BOUNCE platform

If you use the BOUNCE platform, we use your data to:

- Give you access
- Track your use of the service

Legal basis: Contract and legitimate interests

6.4 Communication

We may use your data to:

- Contact you about your support
- Tell you about relevant services

Legal basis: Legitimate interests or consent

6.5 Monitoring and reporting

We use your data to:

- Measure how well the service is working
- Report to funders

We use anonymised data where possible.

Legal basis: Legitimate interests

7. Who we share your data with

We only share your data when necessary.

This may include:

- Social services
- Schools
- Health professionals
- Commissioners or funders (usually anonymised data)

8. Safeguarding

We have a duty to keep people safe.

We may share your information without your consent if:

- There is a safeguarding concern
- Someone is at risk of harm
- We are required by law

9. How we keep your data safe

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We protect your data by:

- Using secure systems
- Limiting access to authorised staff
- Storing paper records securely
- Using secure methods to share data

10. How long we keep your data

We only keep your data as long as needed.

Type of Data	How Long We Keep It	What Happens Next
Unsuccessful referrals	18 months	Securely deleted
Support plans and case notes	3 years after case closes	Securely deleted
Paper records	Up to 6 months after support ends	Securely destroyed
Complaints / safeguarding	Longer if required	Retained until resolved

11. International transfers

We store your data in the UK or European Economic Area (EEA).
We do not transfer your data outside these areas without safeguards.

12. Your rights

You have rights over your data:

- To know how your data is used
- To see your data
- To correct your data
- To ask us to stop using your data in some cases
- To ask us to delete your data in some cases

Some rights may be limited where safeguarding or legal duties apply.

13. Contact us

If you have questions or want to use your rights:

Email: dataprotection@pactcharity.org

Phone: 0300 456 4800

Address: PACT Head Office

14. Complaints

You can complain to the Information Commissioner's Office (ICO):

Website: <https://ico.org.uk>

Phone: 0303 123 1113

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