Rising Sun Client Privacy Notice

If you contact us to access our service, find out what information we collect, why we collect it, how we use it, how we store it and how you can request to see it.

1 Who are we:

Rising Sun Domestic Violence & Abuse Service (Rising Sun) is a registered charity working with people affected by domestic abuse. This privacy notice explains how Rising Sun ("we", "us", "our") collects, uses, stores and shares personal information, and explains your rights under UK data protection law.

Rising Sun is the "data controller" for the personal information we process about you when you use our services. This means we decide how and why your personal information is used.

1.1 Contact us

Address: Rising Sun, PO Box 1229, Canterbury, CT1 9TZ.
Phone: 01227 452852
Email: admin@risingsunkent.com

1.2 Data protection contact

If you have any questions about this notice or how we handle your information, please contact us using the details above and we will direct your query to the appropriate person.

1.3 Our aims are to:

- Support you and your family in whatever choices you make
- Explain choices that are available to you
- Create a safe environment for you to disclose sensitive and personal information
- Respect your decisions

The following information explains how we treat any personal information we collect about you, yourself and others and your circumstances when you access our services.

2 What we ask of you:

Please help us to stay safe. We ask that you respect the safety and confidentiality of our staff and other clients that you come into contact with, by not sharing information with others outside the organisation; this includes names, telephone numbers and locations of Rising Sun's services.

3 What information do we collect about you?

We collect information about you and your family as you work with Rising Sun, this includes:

- personal details about you, for example your age, your health, and safe ways to contact you;
- personal details about your children;
- personal details about the perpetrator of the domestic abuse;
- details about what is happening or has happened;
- any risks that you or your family are experiencing;
- information about anyone else supporting you.

We also collect information when you voluntarily complete surveys and provide feedback on our services.

3.1 Special category (sensitive) information

Some of the information we use may be "special category" personal data under UK GDPR, such as information about health, medical history, race and ethnic origin data, and information relating to safeguarding concerns. We handle this information with additional care and only use it where we have a lawful basis to do so.

3.2 Why do we collect this information and how will we use it?

We collect information about you in order to support you and your family to stay safe.

- We share information with other agencies. There may be times when it is useful for someone from Rising Sun to share information about you with other agencies. When this happens a Rising Sun staff member will contact you to ask permission for the information to be shared – you have a right to say yes or no to this request.
- If we have concerns for the safety or well-being of a child or vulnerable person, we may have to share information with relevant agencies without your consent.
- When a Rising Sun staff member considers you or your family to be at high risk of serious harm, they may share your information to try and keep you safe. We will always try to discuss this with you as soon as we can, if it is safe to do so. The agencies that we usually share information with in these cases are the Police, Social Services, or a multi-agency risk assessment conference (MARAC).

- If you disclose a relevant incident to us which you have not disclosed to the police, we may have to share this at the MARAC meeting.
- The police now have to record this incident on their systems. If you do not want them to investigate this incident any further, we can request this on your behalf.
- Depending on the circumstances, they may make the decision to investigate without your consent. If you disclose to us any information about any illegal or offensive weapons which are accessible or terrorism we are obligated to let the police know. We will endeavour to ensure that any risk to you or anyone else will be taken into consideration in this process.

We will also use this information to improve the service we offer you and others.

We might anonymise your experience and details, to share with other agencies and researchers outside the organisation. This helps us to:

- Understand who is accessing our services;
- Understand how the service is supporting all its clients;
- Understand more about domestic violence and abuse;
- Find the best ways to improve the lives of people who are affected by domestic violence and abuse.

We share information in this way to ensure that your or your family's identities will never be released.

We share your anonymised data with Women's Aid and our funders to support monitoring and research. You cannot be identified from this data. If you do not wish for your data to be shared, please let us know.

As part of our relationship, we will record information about other people. Under the Data Protection Act they have the right to request to see information about themselves, but not about you. In assessing these requests, we seek to ensure the safety and security or you and your family.

3.3 Our legal basis for using your information

UK data protection law requires us to have a valid "lawful basis" for using your personal information. Depending on the circumstances, we may rely on one or more of the following:

- **Consent** – where you have given us permission to use your information (for example, by signing a consent form, agreeing to a referral, or choosing to receive certain communications). You can withdraw your consent at any time.
- **Contract** – where we need to use your information to provide a service that you have asked us to receive.
- **Legal obligation** – where we are required to use your information to comply with the law.
- **Legitimate interests** – where we have a genuine organisational reason to use your information and this does not override your rights or freedoms (for example, to run

and improve our services, keep appropriate records, and protect our organisation and the people we support).
- **Vital interests** – where using or sharing information is necessary to protect someone's life.
- **Public task** – where using your information is necessary for reasons of substantial public interest, such as safeguarding.

Where we use **special category information** (for example, information about health or safeguarding), we will also ensure that an additional condition under UK GDPR applies. This may include, for example, explicit consent, safeguarding children or individuals at risk, substantial public interest, or where processing is necessary for health or social care purposes. The condition we rely on will depend on the circumstances.

3.4 How is your information stored?

Most information will be stored in a secure web-based database which is held in a secure location separate from our offices. Any paperwork will be held in a case file held in secure filing cabinets in the organisation. We will keep your information for 7 years after you stop working with us, in case there are any problems. Any financial information will be held for seven years as per legal regulations.

3.5 Your data protection rights

- Subject to certain conditions and exemptions, you may have the right to:
- Request a copy of the personal information we hold about you (access).
- Ask us to correct information that is inaccurate or incomplete (rectification).
- Ask us to delete your personal information in certain circumstances (erasure).
- Ask us to limit how we use your information in certain circumstances (restriction).
- Object to our use of your information in certain circumstances (objection).
- Ask for your information to be provided to you or another organisation in a structured, commonly used format in certain circumstances (data portability).
- **Withdraw consent** at any time where we rely on consent (this will not affect the lawfulness of processing before you withdrew consent).

If you ask us to delete information or withdraw consent, we will consider your request carefully. There may be occasions where we need to keep some information (for example, to comply with legal obligations or safeguarding requirements) but we will only keep what is necessary and will explain our decision to you.

To exercise your rights, please contact us using the details in the "Contact us" section (for example by email). We do not usually charge a fee to deal with a request, unless it is manifestly unfounded or excessive.

4 International transfers

Some organisations that provide services to Rising Sun (for example, IT or cloud service providers) may process personal information outside the UK. Where personal information is transferred outside the UK, we will ensure that appropriate safeguards are in place (for example, recognised transfer mechanisms and contractual protections) so that your information remains protected.

5 Questions, concerns or complaints

If you have any questions about this privacy notice or how we handle your personal information, please contact us using the details above. If you have a complaint about how we have handled your personal information, you have the right to complain to the UK Information Commissioner's Office (ICO). If your concern relates to the service you have received from Rising Sun, please contact us and we will follow our complaints process.

Last updated: October 2026