



SP-UK

SUICIDE PREVENTION UK

Suicide Prevention UK

Caller Privacy Policy

2024

Introduction

Welcome to the Caller Privacy Policy of Suicide Prevention UK, registered charity number 1187866.

This policy outlines our practices regarding the collection, use, and protection of personal data from those who interact with our services via calls to our phone line.

We are committed to safeguarding the privacy and security of our callers in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UKGDPR).

Data Collection

Suicide Prevention UK collects personal data from callers to provide and enhance our support services.

The types of data collected may include contact information, demographic details, health information and any other information shared during calls, which are recorded.

Data Use

The personal data collected is primarily used to facilitate the support and services we provide.

It helps us to tailor our assistance to meet the specific needs of our callers and to improve the effectiveness of our interventions.

Consent for Data Processing

We process caller data based on explicit consent obtained prior to or at the time of data collection.

Callers are informed that their calls are recorded via automated message at the start of each call, which directs them to this privacy policy for more detailed information.

Data Protection

We adhere to stringent security measures to protect the data we collect from loss, misuse, unauthorised access, disclosure, alteration, or destruction. We ensure that personal data is handled in line with the highest privacy and security standards.

Call recordings are used strictly for quality assurance and staff training purposes to enhance the effectiveness and quality of our service.

These recordings are accessed only by authorised personnel and are protected with appropriate security measures.

How We Will Use Your Information

We will only process your personal and sensitive information when the law allows us to.

Most commonly, we will process your personal information in the following circumstances:

- 1) Explicit consent.
- 2) Legal obligation (for example, where a court or law enforcement agency orders us to provide personal information as part of a legal investigation or court case).
- 3) Vital interests (where the processing is necessary to protect your life or someone else's life).
- 4) Substantial legitimate interests (the processing is necessary for your or our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect your personal data, which overrides those legitimate interests).

Data Retention

We retain personal data and recordings only for as long as necessary to fulfil the purposes outlined in this privacy policy unless a longer retention period is required or permitted by law.

Your Rights

Under the GDPR, callers have rights regarding their personal data, including the right to access, correct, erase, and restrict processing of their data, and the right to data portability.

Callers wishing to exercise these rights can contact us using the details provided below.

Contact Information

If you have any questions about this privacy policy or our data protection practices, please contact us at:

Email: info@spuk.org.uk

Phone: 0800 689 5652

Address: Suicide Prevention UK, Suite 601, 179 Whiteladies Road, Bristol, BS8 2AG.

Changes to the Privacy Policy

Suicide Prevention UK reserves the right to modify this Privacy Policy at any time. We encourage you to periodically review this page for the latest information on our privacy practices.

By using our services, you acknowledge that you have read and understand this Privacy Policy and agree to the collection and use of information in accordance with this policy.

Policy Date: November 2020

Review Date: April 2024

Next Review: April 2025

Dated and Signed by the Chair and Founder of Suicide Prevention UK:
