



Providing information, advice and support
for everyone affected by a parent's drinking

FREE Helpline 0800 358 3456
helpline@nacoa.org.uk

Patrons: Tony Adams MBE • Calum Best • Lauren Booth • Rt Hon Liam Byrne MP • David Coldwell • Geraldine James OBE • Sophie K
Cherie Lunghi • Elle Macpherson • Suzanne Stafford CQSW • Camilla Tominey • David Yelland

Nacoa Privacy Policy

Please also see Confidentiality and Data Protection Policy

1. What information we record?

HELPLINE

Nacoa receives some personal information given by helpline users. The information is not shared outside Nacoa and no identifying information is recorded on our Helpline Calls Database. We do not ask for personal information and paper copies record no identifying information.

We do not solicit calls, use other agencies' mailing lists or share any information outside Nacoa, other than when we have a statutory obligation to do so. Please see our Confidentiality and Safeguarding Policies.

We also receive personal information (name, address, telephone and email) from callers and professionals through the helpline. We do not solicit or use other agencies' mailing lists or share information outside of Nacoa. The information is used to respond to requests for information and to send information packs only.

GOVERNANCE

Nacoa records personal information (name, address, telephone and email) for Nacoa personnel, including Patrons, Ambassadors, Trustees, Consultative Council Members, Staff and Members in pursuance of good governance. We record the same for suppliers and agencies, i.e. telephone providers, bank, accountants, 12Pay etc. The information is not shared outside of Nacoa and is used only for the purpose it was given.

VOLUNTEERS

Nacoa records personal information (name, address, telephone and email) received from people who wish to volunteer in the pursuance of Nacoa's aims. This information is not shared outside Nacoa and is used only for the purpose it was given.

When processing requests for help for our media, speaker and research panels, we will forward the information provided with contact details for volunteers to pursue. We never share personal information with anyone or any organisation outside Nacoa.

CHARITABLE ACTIVITIES

Nacoa records personal information (name, address, telephone and email) for donors, funders, In memoriam donations, and sponsored eventers in pursuance of funding our helpline services.

This information is not shared outside Nacoa and is used only for the purpose it was given, to thank all donors and to send an Annual Report for the year funds were received.

Likewise, Nacoa records personal information (name, address, telephone and email) for media contacts in pursuance of raising awareness of our aims and helpline services. The information is not shared outside Nacoa and is used only for the purpose it was given, to respond to media requests.

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2. How will your information be used?

The information received from service users et al will be used by Nacoe in the pursuance of Nacoe's aims outlined in section 1. above and for the specific areas chosen by you.

We do not solicit information from other people's databases or share information outside Nacoe other than when we have a statutory obligation to do so. Please see Confidentiality and Child and Safeguarding Policies.

We do not use cookies on our website and only record personal information given by individuals direct.

3. When we can use your information?

We collect and use the personal information given by you in the pursuance of Nacoe's aims outlined above. When personal information pertains to volunteering, we will only contact you regarding the specific areas of volunteering which you checked on the Volunteering Application Form.

We would like to extend invitations to events like the Stafford Ward Memorial Lecture, Volunteers Awards Evening, Upfest and other events. Our events are free of charge and are opportunities to get together and to plan for the future.

4. The period for which we will keep your information^[SEP]

We will keep your information for as long as necessary for us to fulfil Nacoe's aims and for the purposes we describe in this policy. As a general rule, however, we will keep the information until you ask us to remove your details.

You have the right to see the information whenever you wish.

5. Who will we share your information with?

We do not share your information outside Nacoe. When processing requests for help from our media, speaker and research panels, we will forward the enquiry information with contact details for you to pursue. We never give out personal information to anyone or any organisation outside Nacoe.

We promise we'll never share your details with anyone else

6. Your choices and rights

You have a number of rights in relation to your information, and can make a number of choices about how we use it. For example, you can decide not to receive information about events from us, and object to some of the ways in which we use your information^[SEP]

You can contact us using the details below to:

- request access to your information
- ask that we update, complete or correct your information
- ask that we erase or restrict our use of your information



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If you are concerned about how your information is used, please contact Hilary Henriques, Data Protection Officer, Nacoe, PO Box 64, Bristol BS16 2UH. Alternatively, you have a right to complain to the Information Commissioner's Office.

7. Who we are

We are Nacoe (The National Association for Children of Alcoholics), a registered charity no. 1009143. Our registered office is PO Box 64, Bristol BS16 2UH. You can contact us on 0117-924 8005 and admin@nacoe.org.uk.

Your right to privacy is important to us and we protect your information the way we have respected and protected the rights to confidentiality for our service users over 32 years.

Reviewed HH, August 2022

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