



Privacy Notice and Confidentiality Statement

Capa First Response CIC

Created: September 2020

Reviewed Date: May 2026

Next Review Date May 2027

1. Introduction

Capa First Response CIC ("Capa") is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently.

This Privacy Notice explains:

- what information we collect
- why we collect it
- how we use it
- who we may share it with
- how long we keep it
- your rights regarding your information

Capa provides specialist support, training and information relating to Child-to-Parent Aggression and/or Harm (CPA).

We recognise that many families share sensitive and personal information with us and we take our responsibilities seriously.

2. Who We Are

Capa First Response CIC is the Data Controller for the information we collect.

For questions relating to data protection please contact:

Data Protection Lead

Jane Griffiths

Email: info@capafirstresponse.org

3. Information We Collect

We may collect:

Personal Information

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact information

Family Information

- Household composition
- Information relating to children and young people
- Education information
- Professional involvement

Special Category Information

Where necessary we may collect:

- Health information
- Neurodivergence information
- Disability information
- Ethnicity
- Sexual orientation
- Religion or belief
- Information relating to safeguarding concerns

We only collect this information where it is relevant, lawful and necessary.

4. How We Collect Information

We may collect information when:

- You complete referral forms.
- You attend a workshop, group or support session.
- You contact us by email, telephone or social media.

- A professional makes a referral with appropriate consent.
- You complete evaluation or feedback forms.
- You use our website.

5. Why We Use Your Information

We use information to:

- Deliver support services.
- Communicate with you.
- Manage referrals.
- Safeguard children and adults.
- Monitor outcomes and impact.
- Meet contractual obligations.
- Improve services.
- Process payments where applicable.
- Comply with legal and regulatory requirements.

6. Lawful Basis for Processing

We process information under one or more of the following lawful bases:

- Consent
- Contract
- Legitimate Interests
- Legal Obligation
- Vital Interests
- Provision of Health or Social Care Support

Where special category data is processed, we rely on additional conditions permitted under UK GDPR and the Data Protection Act 2018.

7. Confidentiality and Safeguarding

Information shared with Capa is treated confidentially.

However, confidentiality is not absolute.

We may share information without consent where:

- A child is at risk of harm.
- An adult is at risk of serious harm.
- There is a safeguarding concern.
- A criminal offence may have occurred.
- We are legally required to do so.
- Information sharing is necessary to protect life or safety.

Where possible we will explain information-sharing decisions.

8. Sharing Information

We may share information with:

- Schools
- Local Authorities
- Health Services
- CAMHS
- Police
- Safeguarding Partnerships
- Commissioners
- External evaluators
- IT service providers

Information will only be shared where lawful and necessary.

Data sharing agreements will be used where appropriate.

9. Online Service Delivery

As a predominantly online organisation, Capa uses secure digital systems including:

- Google Workspace
- Zoom
- Eventbrite
- Online referral systems
- Secure cloud storage



Reasonable steps are taken to ensure information remains secure. Participants are encouraged to access sessions from confidential and private spaces where possible.

10. Marketing Communications

We may send information about:

- Services
- Workshops
- Training
- Newsletters
- Events

You may unsubscribe at any time.

11. How Long We Keep Information

We retain information only for as long as necessary.

Retention periods are determined by:

- Legal requirements
- Safeguarding considerations
- Contractual obligations
- Organisational needs

Information no longer required will be securely deleted or destroyed. Detailed retention schedules are maintained separately.

12. Your Rights

Under UK GDPR you have the right to:

- Be informed
- Access your information
- Request correction of inaccurate information



- Request deletion where appropriate
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent where applicable
- Lodge a complaint

Requests should be sent to:
info@capafirstresponse.org

13. Complaints

If you are unhappy with how your information has been handled, please contact Capa in the first instance.

You also have the right to complain to:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

14. Review

This Privacy Notice will be reviewed annually or sooner if legal requirements, organisational practice or service delivery changes.

END.