



## **Safeguarding and Privacy Policy (Parent Peer Support Service)**

**Last updated:** 8<sup>th</sup> February 2026

This website provides parent peer support for families supporting a child with Obsessive Compulsive Disorder (OCD). The service is non-clinical and does not replace professional medical, mental health, or safeguarding services.

We take safeguarding and privacy seriously. We handle personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **1. Who We Are (Data Controller)**

This service is provided by:

**Laurenne Goldstone**

**Email:** [laurenne@ocdparentsupport.com](mailto:laurenne@ocdparentsupport.com)

For data protection queries, contact: [laurenne@ocdparentsupport.com](mailto:laurenne@ocdparentsupport.com)

### **2. Nature of the Service (Important Information)**

Please be clear that:

- This is a parent peer support service based on lived experience.
- We do not provide medical, psychological, clinical, or therapeutic advice.
- We do not diagnose, treat, or manage OCD or any other condition.
- We do not work directly with children.
- This service is non-clinical and does not replace NHS services or professional healthcare support.

If you are concerned about a child's mental health or safety, contact your GP, CAMHS, NHS 111, or emergency services (999) where there is immediate risk.

### **3. Safeguarding Statement**

Although we work only with adults, safeguarding remains a priority because discussions may involve children or vulnerable individuals.

We are committed to:

- Acting in the best interests of children and families
- Maintaining appropriate professional boundaries
- Responding appropriately to safeguarding concerns
- Escalating concerns where there is a serious risk of harm

We do not carry out safeguarding investigations. If we believe there is a serious safeguarding risk, we may need to share information with appropriate services (for example police, NHS, local authority children's services). We will share the minimum necessary.

### **4. Recognising Safeguarding Concerns**

Safeguarding concerns may include:

- Risk of harm to a child
- Severe parental distress or inability to cope
- Disclosure of abuse or neglect
- Risk of self-harm or harm to others

Any concerns raised will be taken seriously.

### **5. Responding to Safeguarding Concerns**

If a safeguarding concern arises:

1. We will listen calmly and respectfully.
2. We will not promise confidentiality where there is a safeguarding concern.
3. We will encourage you to seek appropriate support.
4. Where necessary, we may escalate concerns to relevant services.
5. We may keep a factual record securely for accountability.

If there is immediate risk, we will advise you to call 999. If we believe there is an immediate risk and we have enough information to do so, we may also contact emergency services.

## **6. Personal Data We Collect**

We may collect:

- Name
- Email address
- Telephone number (if provided)
- Any information you choose to share in messages or during sessions

(including health information) Basic administrative information (for example appointment dates and communication history)

### **Special category data (health information)**

Parents may choose to share information about their own health or their child's health. Health information is special category data under UK GDPR.

We aim to minimise the amount of information about children collected and stored. Please do not share a child's full name, address, school, or date of birth unless we specifically request it for safeguarding reasons. If you choose to share health information, we will treat it as special category data and handle it with additional care.

## **7. How We Use Your Data**

We use your personal data to:

- Respond to enquiries
- Arrange and deliver peer support sessions
- Manage communication and administration
- Maintain appropriate records of support provided
- Improve the service (for example reviewing what resources are helpful)
- We do not routinely keep session notes. If we ever need to keep a note for safeguarding or accountability, we will keep it factual and minimal.

We do not sell your personal data. We do not share your personal data for marketing purposes.

## 8. Lawful Bases for Processing (UK GDPR)

We process personal data under the following lawful bases:

### Personal data (Article 6)

- **Legitimate interests:** to respond to enquiries, arrange and deliver peer support requested by you, keep basic records to run the service safely, and protect users and others where safeguarding concerns arise.
- **Contract** (if applicable): where you purchase a paid service or session and we need to process data to deliver it.
- **Legal obligation** (if applicable): where we must comply with a legal requirement.
- **Vital interests** (rare): only where processing is necessary to protect someone's life, for example in an emergency.

### Special category data (Article 9)

Where you share health information, we will rely on:

- **Explicit consent:** where you choose to share health information and we need to record it (for example notes from a session). We will ask you for explicit consent before storing notes that contain health information

You can withdraw consent at any time. Withdrawal does not affect processing already carried out, but it may limit our ability to continue providing support if the information is necessary to do so. To withdraw consent, email us at [laurenne@ocdparentsupport.com](mailto:laurenne@ocdparentsupport.com)

## 9. Data Sharing and Disclosure

We will not share your data unless:

- You ask us to and give consent
- We must comply with a legal obligation
- There is a serious safeguarding concern requiring escalation
- We use service providers to run the website and communications (see below)
- Where we share information, we will share the minimum necessary.

### Service providers (processors)

We may use trusted third party providers to operate the service, such as:

- Website hosting and forms: Domainit.com
- Email and calendar: Apple, Google
- Video calls: Zoom

These providers process data on our instructions and are required to protect it.

## International transfers

Some providers may store or process data outside the UK. Where a provider processes data outside the UK, we rely on UK adequacy regulations or the UK International Data Transfer Agreement (IDTA), or the UK Addendum to EU Standard Contractual Clauses, as appropriate.

## 10. How Your Data Is Stored and Kept Secure

We take appropriate technical and organisational measures to protect your data, including:

- Secure accounts and access controls
- Limiting access to your personal data to authorised people only.
- Using reputable service providers with security measures in place

No online system is 100 percent secure, but we take reasonable steps to protect your information.

## 11. Data Retention

We keep personal data only for as long as necessary.

- Enquiries with no ongoing support: **12 months** from last contact
- Ongoing support communications and admin records: **24 months** from last contact
- Safeguarding related records (if created): **3 years** from the date the record is created.

We will delete or anonymise information when it is no longer needed.

## 12. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data (in some circumstances)
- Restrict processing (in some circumstances)
- Object to processing where we rely on legitimate interests
- Data portability where processing is based on consent or contract and carried out by automated means
- Withdraw consent at any time where we rely on consent

To exercise your rights, contact: [laurenne@ocdparentsupport.com](mailto:laurenne@ocdparentsupport.com)

## **Complaints**

You can complain to the Information Commissioner's Office (ICO).  
ICO website: [www.ico.org.uk](http://www.ico.org.uk) you can also contact us first so we can try to resolve your concern.

## **13. Cookies**

We use essential cookies only.

## **14. Changes to This Policy**

We may update this policy from time to time. The latest version will always be posted on this website with the updated date.