



## Office of the Children's Commissioner for Jersey Privacy Notice (Fair Processing Notice)

### Introduction

This is a guide to how we use your personal information in our work, and how we protect your privacy. It explains:

- The types of personal information our office collects, and how we use it;
- How we keep your personal information safe;
- How long we keep your personal information for;
- What your rights are, and;
- Who you can talk to if you are unhappy with the way we use your personal information.

Office of the Children's Commissioner for Jersey is registered as a 'Controller', registration number 59525, under the Data Protection (Jersey) Law 2018, as we collect and process personal information about you when you make contact with us. We process and hold your information in order to carry out public functions and meet our statutory obligations (when enacted). When we say "process", we mean how we collect, record, hold, use, share and ultimately dispose of your information.

We will regularly review and update this privacy notice to reflect changes in our services and any feedback we receive, as well as to comply with changes in the law. You should therefore check this policy from time to time to ensure that you are happy with any changes. It is important to us that you can use and understand this guide. If you have any ideas about how we can make this privacy notice better, please contact us with your suggestions.

This privacy notice is available on our website [www.childcomjersey.org.je](http://www.childcomjersey.org.je) and was last reviewed in **January 2025**.

<b>WHAT</b>	<b>WHY</b>
<p><b>What information do we collect about you?</b></p> <p><b>Personal information:</b> Your personal information is any information that can be identified as being about you. For example, imagine we sent out a form that asked you to tell us your name, which school you go to and your opinion about something. Your name and the school you go to would be your personal information, because we could use it to identify you.</p> <p>The type of information we collect will depend on why you're in contact with the office, but the below are examples of the types of personal information we might collect about you:</p> <p>We may collect the following types of information about you:</p> <ul style="list-style-type: none"> <li>• name;</li> </ul>	<p><b>Why do we collect information from you and how do we use it?</b></p> <p>We collect and use personal information from you in several ways:</p> <p><b>Advice and support:</b></p> <ul style="list-style-type: none"> <li>• When you contact us to ask for information or advice, or tell us about a children's rights issue, we use the personal information you provide to allow us to respond to you (this includes when you contact us via our online web form, via email, in person or by phone)</li> <li>• Sometimes, where there is an overriding public function or public interest, and where we have a legal basis to do so, we might need to contact another organisation about a problem you have raised.</li> <li>• One of our jobs is to consider and carry out investigations of organisations who have not upheld children's rights. To help us do this job we may need more information</li> </ul>



- email address;
- telephone number;
- address;
- bank account (for employment or invoice payment purposes only);
- data for employment and recruitment purposes;
- gender; and
- date of birth.

**Special category data:**

Special category information is particularly sensitive personal information. Because it's more open to misuse than other personal information, we need to be extra careful in how we process this data.

It includes information about someone's:

- race or ethnic origin;
- political opinions;
- religious or philosophical beliefs;
- trade union membership;
- medical data (including details about a person's disabilities);
- sex life;
- sexual orientation;
- criminal record or alleged criminal activity.

Sometimes we will need special category data to help us resolve issues that affect the rights of individual or groups of children and young people in Jersey.

from you, the organisation or someone else who has the information we need. Sometimes this information will be about you.

**Complaints to us:**

- When you bring a complaint to us about the Commissioner, one of her employees or about how we are doing our job, we will use the personal information you provide to allow us to respond to you.

**Contacting and visiting us:**

- When you are requesting or attending a meeting with us, we use the personal information you provide to allow us to manage the meeting.
- When you contact us, we will use the personal information you provide to allow us to respond to you.

**Supply of products or services:**

- When we agree to a contract for a product or service that you or your company provide, we may use the personal information you provide to allow us to manage that contract.
- When we purchase a product or service from you or your company, we may use your personal information to allow us to pay for it.

**Data protection rights and freedom of information requests:**

- When you send us a request to access personal information that we hold about you, we will use your personal information to allow us to respond to you.
- When you send us a freedom of information request or request for a review, we will use your personal information to allow us to respond to you.

**Events:**

- When we are hosting an event, we may use your contact details to allow us to invite you to the event.
- When you register to attend one of our events, we will use your contact details and other information that you have provided (e.g. dietary requirements) to help us manage the event.

**Recruitment:**

- When you submit a job application to us, we will use the personal information you provide to allow us to recruit the most suitable candidate for the job.
- When you are interviewed for a job with us, we will use interview evaluations and external references about you to allow us to recruit the most suitable candidate for the job.

**Operation of our Advisory Panels:**



- We must, under our law, have an Adult Advisory Panel, Audit and Risk Advisory Panel and Youth Advisory Panel.
- Members of each panel are required to provide personal information so that we can contact them, and make sure that they are appropriate for the panels and that they can fully take part.
- While these panels are required by law, they do not have any special rights to confidentiality or exemption from any of the normal data protection and privacy provisions. All the stipulations outlined in this Privacy Notice are also applicable (where age is not a factor) to members of all three advisory panels.

**Survey responses:**

- We need information to allow us to do the job the Government of Jersey has given us to promote and protect the rights of children and young people. Surveys can be a useful way for us to collect this information. When you respond to one of our surveys we will collect and analyse the information you give us. We will not keep your response after the work has been completed. We will use a third-party (such as Smart Survey) to manage our survey.

**Using our website and social media:**

- When you use our website, we collect information to help us understand how our website is being used. You can find out more about how and why we do this in our [cookies privacy notice](#).
- When you send us a direct message via social media, we will use the personal information you provide so we can respond to you.

## HOW

### How will we use the information about you and who will we share your data with

Protecting your privacy and looking after your personal information is important to us. We work hard to make sure that we have the right policies, training and processes in place to protect our manual and electronic information systems from loss, corruption or misuse. Where necessary, we use encryption, particularly if we are transferring information out of the office. Encryption means the information is made unreadable until it reaches its destination.

We will use the information you provide in a manner that conforms to the Data Protection (Jersey) Law 2018.

We may not be able to provide you with a service unless we have enough information or your permission to use that information.



We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances, the law sets the length of time information must be kept – this is called a ‘retention schedule’. Please ask to see our retention schedules for more detail about how long we retain your information.

If you have contacted us to ask for information, advice or to tell us about a children’s rights issue, we might need to contact a Government department or organisation about a problem you have raised so that we can look into your concern, but we will only do this if we have your consent to do so.

There might be other situations where we would need to share your personal information with someone outside the Children’s Commissioner’s Office. We have listed when and why we would need to do this below:

- We may share your personal information if we’re worried about your health or safety, or the safety of someone close to you. This might involve us contacting:
  - A social worker
  - The Multi-Agency Safeguarding Hub (MASH)
  - States of Jersey Police
  - Hospital
- We must release your personal information if a court or law requires us to.
- We may need to disclose personal information to the following organisations when this information is important to their work. These organisations are named in the Commissioner for Children and Young People (Jersey) Law 2019 (Article 29), and this law also states the reasons why we can disclose information to them:
  - The Office of the Information Commissioner can access personal information for purposes relating to their role as the regulator for Data Protection in Jersey;
  - Government of Jersey.
- We use companies to provide us with services and they may need to process personal information to do this. This may include people or organisations that provide us with:
  - IT services;
  - Website hosting;
  - Legal services;
  - Confidential waste services;
  - Professional advisers and consultants.

These departments and organisations are obliged to keep your details securely and only use your information for the purposes of processing your service request. We will only do this, where possible, after we have ensured that sufficient steps have been taken by the recipient to protect your personal data and where necessary we will ensure that the recipient has signed a Data Sharing Agreement or a Data Processing Agreement. These agreements set out the purpose of sharing and the rules that must be followed when processing your data.

We do not share or process your information overseas. We do not use web services that are hosted outside the European Economic Area.

At no time will your information be passed to organisations for marketing or sales purposes or for any commercial use without your prior express consent.



<b>Publication of your information</b>	<b>Emails and letters</b>	<b>Telephone calls</b>
<p>We may need to publish your information on our website, for example, where you have responded to a public survey or consultation, although your data or comments will always be anonymised to protect your identity.</p>	<p>If you email us or contact us by post, we may keep a record of your email address and a copy of the email or letter for record-keeping purposes.</p> <p>For security reasons we will not include any confidential information about you in any email we send to you. We would also suggest that you keep the amount of confidential information you send to us via email to a minimum or correspond with us by post using “Signed For” or Recorded Delivery</p> <p>We will not share your email address or your email contents unless it is necessary for us to do so, either to fulfil your request for a service, to comply with a legal obligation or, where permitted, under other legislation.</p>	<p>We do not record or monitor any telephone calls you make to us using recording equipment, although if you leave a message on our voicemail systems, your message will be kept until we are able to return your call or make a note of your message. File notes of when and why you called may be taken for record-keeping purposes. We will not pass on the content of your telephone calls, unless it is necessary for us to do so, either to fulfil your request for a service, to comply with a legal obligation or, where permitted, under other legislation.</p>

## Your rights

<p><b>You can ask us to stop processing your information</b> You have the right to request that we stop processing your personal data in relation to any of our services. However, this may cause delays or prevent us delivering a service to you. Where possible, we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.</p> <p><b>You can withdraw your consent to the processing of your information</b> In the few instances when you have given your consent to process your information, you have the right to withdraw your consent to the further processing of your personal data. However, this may cause delays or prevent us delivering a service to you. We will always seek to comply with your request, but we may be required to hold or process your information to comply with a legal requirement.</p>	<p><b>You can request that the processing of your personal data is restricted</b> You have the right to request that we restrict the processing of your personal information. You can exercise this right in instances where you believe the information being processed is inaccurate, out of date, or there are no legitimate grounds for the processing. We will always seek to comply with your request, but we may be required to continue to process your information in order to comply with a legal requirement.</p> <p><b>You can ask us for a copy of the information we hold about you</b> You are legally entitled to request a list or a copy of any information that we hold about you. However, where our records are not held in a way that easily identifies you, we may not be able to provide you with a copy of your information, although we will do everything we can to comply with your request.</p>
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**You can ask us to correct or amend your information**

You have the right to challenge the accuracy of the information we hold about you and request that it is corrected where necessary. We will seek to ensure that corrections are made not only to the data that we hold but also any data held by other organisations/parties that process data on our behalf.

**Complaints**

**You can complain to us about the way your information is being used**

If you have an enquiry or concern regarding the processing of your personal data, please contact our Data Protection Coordinator in the first instance:

Telephone: +44 (0)1534 867310

Email: [advice@childcomjersey.org.je](mailto:advice@childcomjersey.org.je)

Office of the Children's Commissioner for Jersey  
Ground Floor  
Brunel House  
Old Street  
St Helier  
JE2 3RG

**You can also complain to the Information Commissioner about the way your information is being used**

The Office of the Information Commissioner can be contacted in the following ways:

Telephone: +44 (0)1534 716530

Email: [enquiries@oicjersey.org](mailto:enquiries@oicjersey.org)

Office of the Information Commissioner  
2<sup>nd</sup> Floor  
5 Castle Street  
St Helier  
Jersey  
JE2 3BT

Alternatively, you may also contact our Data Protection Officer at the below address or by email:

**Data Protection Officer**

Telephone: +44 (0)1534 440514

Email: [DataProtection2018@gov.je](mailto:DataProtection2018@gov.je)

Central Data Protection Unit  
Jubilee Wharf  
4 Esplanade  
St Helier  
Jersey  
JE2 3QA