



GDPR and Leader Logging Update, April 2025

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What is GDPR?

The laws on data protection in the UK changed on May 25th 2018. Data protection law (the General Data Protection Regulation, or GDPR) applies to us as a charity because we are “data controllers”. We collect, store, and process the personal information of those we support. It might be helpful to know that even a person’s profile being displayed on Facebook or a person’s number being seen on WhatsApp is classed as “being processed”. There are no exemptions because we are small, or because we’re a charity.

Our **Privacy Policy*** explains what information we collect, what we use it for, how we store it, and how long we will keep it. It is important that we link everyone we support with this policy. For instance, we mention it on the recording of the Callback Helpline message, in online Webchat, and Helpforms. Please add a link in all your written LLL communications e.g. in the description section of Facebook and WhatsApp groups. You can find some example text at the bottom of this page.

* you can find it in the footer of our website <https://laleche.org.uk/privacy-policy/>

Our privacy policy makes it clear that for insurance purposes and to meet our obligations to families we will keep a record of helping situations (a log) for up to six

years. We don't need explicit consent for these. However we do need explicit consent for sending follow up emails/messages.

Why we need to log

Having a log allows us to go back to see the information we have given. This might be because the mother contacts us again, or because we want to "recycle" some of the same information to support another mother with a similar issue. We would also need to access the log in the (very rare) event that support was queried or a complaint was made.

We need to log all situations where we offer support as Leaders, including:

- Meetings
- Antenatal sessions
- Phone or video calls
- In person (home visits, or any situation where you put your "Leader hat" on)
- Text message/ WhatsApp chats
- Facebook group or other social media platform comments
- WhatsApp groups
- Emails
- Helpforms
- Webchat

Where to log

Our [online logging system](#) holds data securely and centrally and enables LLLGB to take responsibility for destroying the data (after six years, or if requested by the subject before that). You can view your own logs at any time.

If you use **paper Leader Logs** then please be sure to file them chronologically so that you can clear out and dispose of them after the appropriate time has passed. Please also be sure that they are kept physically secure, e.g. in a locked filing cabinet.

What to include (and not include) in your log

Children's Names

If you want to record the names of children, please ask the mother's consent, and consider whether you really need to write it down. This one is hard, because it can build rapport with the mother when we remember and use her baby's name. But GDPR is particularly strict on the handling of personal information of minors, and for the purposes

set out above we have no real need for the baby's name. You can jot it down during a call to make sure you can keep using it in conversation, but please don't retain it in your notes.

Contact Details

Please do *not* include these in your electronic or paper logs. See below.

Original electronic correspondence

Keeping the original helping email conversation, text thread, or chat allows us to refresh ourselves on the information given if a mother has a follow up question. However it is still important to consider where this is stored and for how long.

Please use personal (not shared with family members) accounts for any LLL communications so only you have access to conversations. If you share an email account with other Leaders (e.g. a local group account), consider whether this is the most appropriate account for a sensitive conversation. The person you are corresponding with needs to know if your messages may be viewed by other Leaders.

Deleting old conversations

The best and most compliant approach is to make sure all relevant information (but not contact details) is included in your paper or electronic logs, and to **delete old texts, emails, and contact details a year after they were sent**, e.g. once a month going back and deleting the messages from the same month last year.

Consent for follow up

If you would like to send follow-up information to or keep in touch with a mother, please make sure you get specific consent. Confirm what method of communication you will use, what information or contact details you will be holding and where (e.g. a WhatsApp chat). It may seem onerous, however it is important under GDPR that we are transparent and sensitive about the data we have.

Finding or keeping older communications

We appreciate that one of the things that makes LLL support so special is that we offer ongoing support and a sense of community. Deleting messages and contacts can make this harder, as information about the previous contact isn't available immediately to hand. Remember you can access your online logs any time, and we have improved how these are viewed to make finding older ones easier.

Alternatively, if you would like to keep correspondence for longer you can ask for and record explicit consent. Confirm what information you will be keeping or deleting.

Examples:

“A year has passed since our last contact. Under GDPR I am now deleting our conversation. If you would prefer for me to keep our conversation and your contact details please respond to this message with your consent”.

or

“I am now deleting this conversation, in accordance with our privacy procedure. You are welcome to reach out to me at any time; please be aware that I will not recognise your email address/number”.

Facebook and WhatsApp Data

Because being displayed as a member of a Facebook group or WhatsApp chat is classed as "being processed", it is important that in all LLL spaces we make members aware of guidelines and policy.

Facebook, WhatsApp and similar platforms have functionality that allows members to delete their own comments and posts. This is one reason why it is important to **record helping situations in a timely manner**, so you have a separate record of the information provided.

To record a situation you can:

- A. write a summary that is detailed enough to remind you of what information was shared and suggested,
- B. copy and paste the original question and comments into your online log, or
- C. on WhatsApp, export a chat and upload the file into your log (please exclude media).

Exporting a WhatsApp Chat

1. Press contact or group name to access the info page.
2. Scroll down to the bottom of the info page and select '*export chat*'.
3. Select '*without media*'.
4. Choose where you want to save it.
5. Upload into your online leader log.

On WhatsApp groups we suggest you use **Disappearing Messages**. Setting this to 90 days means that personal information of anyone who has left the chat will disappear. Members can choose to keep messages, so make sure control is given to admins only! To do this turn off '*edit group settings*'. This option can be found under 'group permissions' on the group info page. If asked, admins can also remove any other comments or posts, if someone asks for their data to be removed.

For WhatsApp groups we suggest that you record chats like you would a meeting; only one Leader needs to log it, at regular intervals. Our new online log form allows you to report the number of mothers and Leaders present, whilst exporting a chat removes the need to extract individual helping situations. Remember if using Disappearing Messages you need to log before messages disappear.

Online Group Guidelines For Leaders

1. In your group description **define exactly who the group is for, and the focus of the discussion**, e.g. "breastfeeding mothers interested in tandem nursing", or "anyone in [geographical area] who is pregnant or breastfeeding".
2. **Only admins should add members**. It is important that everyone who is a part of an LLL social media group meets the joining criteria, and has actively consented to be there. In WhatsApp group permissions, turn off '*add other members*' and enable '*admins can approve new members*'. You will need to approve anyone who requests to join via a joining link. If you don't know who they are, you will be able to chat with them to ensure they meet your joining criteria. Joining links don't expire; if necessary there is an option to reset a link under 'invite to group via link'. Another option is not to use joining links, but to ask anyone who wants to join to contact an admin directly.
3. **Set clear ground rules**, like you would at a meeting. If you don't, you have no comeback if participants behave badly! LLLI Online Spaces policy applies: <https://lli.org/about/policies-standing-rules/psr-lll-online-spaces/>
4. **Respect confidentiality**. Group guidelines need to ask members to not share posts, screenshots, contact details, or files, or to contact other members privately without consent. Set WhatsApp chats to 90 day Disappearing Messages and signpost members to our privacy policy: <https://laleche.org.uk/privacy-policy/>
5. Please remember groups should be kept **free of advertising** and brand promotion.
6. Please remind health care professionals or those who work with mums in the context of breastfeeding and/or birth, to " **take their work hat off**" in the group.

EXAMPLES OF GROUP GUIDELINES

FACEBOOK GUIDELINE - 1

New Facebook Group members please read and comment below to say you've read this post

Welcome to La Leche League XXXX Facebook group!

This group is for members, attendees, and mothers or expectant mothers interested in breastfeeding and/or providing human milk for their child.

The Leaders are...

The group Leaders will post meeting notices and announcements of other group events. For breastfeeding help feel welcome to call, email or message one of the Leaders directly.

- Leaders are the official representatives of La Leche League. Opinions shared by non-Leaders may not always reflect La Leche League philosophy so please take what is useful to you and your family from any discussions and leave the rest.
- We believe that a mother knows her own baby best: she is the expert.
- We offer information and support based on our extensive knowledge of breastfeeding and from the experiences of many mothers. Please feel free to respectfully share your experiences or knowledge. We are all on different parenting journeys and this variety makes mothering through breastfeeding an exciting and varied topic.
- All interested women, whatever their opinions or experiences are welcome here and at meetings. Please keep all posts and contact details within this group confidential. Confidentiality also applies to situations where you want to post to get help for another mum in your capacity as her friend or relative
- Please only private message another member if they have given their consent within the group beforehand. Admins may contact individual members directly if they have any concerns, and members are welcome to do the same in return.
- There are many misconceptions about LLL philosophy. It is not uncommon to hear discussions about many interesting topics such as health choices, education, babywearing, attachment parenting, baby led weaning or co-sleeping. They are part of the infinite variety of parenting choices available to us. However these are not part of the organisation's philosophy and are not explicitly mentioned in the ten concepts - which can be seen here

<https://www.laleche.org.uk/what-we-do/>

- We support women however long they choose to breastfeed for and whether this is exclusively breastfeeding or exclusively expressing or partially expressing or combination feeding with both breastfeeding and infant formula feeding.
- We keep this group free of advertising and brand promotion, this includes bottle and/or pump manufacturers, and formula companies. Posts that seek to promote one brand over another will be deleted.
- If you are a health professional or work with mums in the context of breastfeeding and/or birth, we ask that you take that hat off in this group and that you come to the group as a mother offering another mother support.
- Leaders will, at times, step in (here or at meetings) to ensure that the focus remains on breastfeeding in order to meet the needs of mothers who have come for breastfeeding information and support.
- Please help us to keep the focus on breastfeeding by avoiding posting product or business adverts, or groups/events/petitions/surveys by other organisations and individuals. Posts such as those mentioned will be removed, however worthy. We aim to keep group posts to breastfeeding and mothering only.

La Leche League is an international, non-profit, non-sectarian organisation dedicated to providing support, encouragement, information and education to women who want to breastfeed. LLLGB is a registered charity affiliated to La Leche League International - the world's largest source of breastfeeding information. Registered Charity No (England and Wales) 283771 (Scotland) SC050396.

Please see our privacy policy <https://laleche.org.uk/privacy-policy/> which explains what information we collect, what we'll use it for, how we store it, and how long we will keep it.

Thanks for reading! Welcome to the group OR Please do introduce yourself to the group, we would love to get to know you!

FACEBOOK GUIDELINE - 2

WELCOME TO THE LLL XXXX FACEBOOK GROUP! LLL XXXX is part of the charity La Leche League GB, Registered Charity No (England and Wales) 283771 (Scotland) SC050396.

You can find our Privacy Policy here: <https://laleche.org.uk/privacy-policy/>

GROUND RULES

- Just as at an actual LLL meeting we ask that members take part in our LLL Facebook dialogue in an accepting and supportive way, expecting to be similarly accepted and supported.
- There is no one right way to practise mothering through breastfeeding, there is no 'LLL way'. Members are free to contribute their own thoughts, experiences, feelings, beliefs, and opinions if and when they want to. This is a place to give support, encouragement and information, but not advice.
- You may hear things on here which surprise or even shock you, or with which you disagree – we ask that you accept what feels comfortable to you and your family and respect others' differences.
- Confidentiality applies here just as at meetings; please do not repost without permission.
- Our focus on Facebook, just as at our meetings, is always 'mothering through breastfeeding' so we ask you please not to use this as a forum to promote or air other causes or to use this as a place to pass on, sell or exchange things, or to advertise/recommend commercial products, no matter how worthy (including breastfeeding equipment and human milk). Please respond to requests for recommendations by PM rather than commenting in the thread.
- LLL Leaders are accredited by La Leche League International to work as both breastfeeding counsellors and breastfeeding group facilitators. Only the Leaders, as official representatives of LLL, speak for LLL and they are guided by the organisation's philosophy: <https://www.llli.org/about/philosophy/>
Health and allied professionals are welcome to be in this group as mothers. Please leave your "work hat" aside when you post/respond.

MEMBERSHIP

Our LLL Facebook group is open to anyone interested in breastfeeding - it is not necessary to become an LLLGB member. Memberships help support the work of LLL, the functioning of our group and our volunteer Leaders' ongoing training. Membership of LLL is £30.00 per year, which includes subscription to LLLGB's acclaimed bi-monthly publication 'Breastfeeding Matters'. You can join online here: <https://www.laleche.org.uk/join/>

PLEASE NOTE: this group is not checked every day, especially during holiday times. If you have a more urgent breastfeeding query, please contact a local LLL Leader, call the LLLGB Helpline on 0345 120 2918, or complete a Help Form at <https://www.laleche.org.uk/submit-help-request/>

If you are worried about your baby or yourself, please seek medical assistance.

WHATSAPP GUIDELINE - 1

Welcome to La Leche League XXXX WhatsApp group!

This group is for members, attendees and mothers or expectant mothers interested in XXXX. This group enables members to chat about their breastfeeding challenges, triumphs, and questions.

Leaders are the official representatives of La Leche League. Opinions shared by non-leaders may not always reflect La Leche League philosophy so please take what is useful to you and your family from any discussions and leave the rest. We believe that a mother knows her own baby best: she is the expert.

<https://www.laleche.org.uk/what-we-do/>

Please make sure your name is visible on the chat. Please keep all comments within this group confidential and do not share posts, screenshots or contact details. This also applies to situations where you want to post to get help for another mum in your capacity as her friend or relative. Please only private message another member if they have given their consent within the group beforehand. Admins may contact individual members directly if they have any concerns, and members are welcome to do the same in return.

Please keep this group free of advertising and brand promotion.

If you are a health professional or work with mums in the context of breastfeeding and/or birth, we ask that you take that hat off in this group and that you come to the group as a mother offering another mother support.

Please help us ensure that the focus remains on XXXX in order to meet the needs of mothers who have come for breastfeeding and related parenting information and support.

Please see our privacy policy <https://laleche.org.uk/privacy-policy/> which explains what information we collect, what we'll use it for, how we store it, and how long we will keep it.

Thanks for reading!

WHATSAPP GUIDELINE - 2

Community ground rules

1. ***Take what works for you & leave the rest behind***. Just as at an LLL meeting we encourage, support, and accept – we don't judge, criticise, or give advice. Keep your posts respectful.

2. ***Confidentiality applies here just as at meetings** - please don't share posts or screenshots, or message others directly without their consent. Messages in our member

chats are set to disappear after 90 days. Please make sure your name is visible on the chat.

3. ***This is an advertising-free space***. Please don't advertise, link to, or recommend products, services, or other causes in our community.

4. ***Please leave your work hat off here***. Health and allied professionals are welcome as mothers. Only accredited La Leche League Leaders represent LLL.

We are part of LLLGB, Registered Charity No (England and Wales) 283771 (Scotland) SC050396.

You can find our privacy policy here: <https://laleche.org.uk/privacy-policy/>

SHARING OUR PRIVACY POLICY - EXAMPLE TEXT

PRIVACY POLICY for La Leche League GB (www.laleche.org.uk).

La Leche League GB is committed to safeguarding and preserving the privacy of those who contact us, whether by telephone, by coming to our meetings, or by electronic means such as email, our Helpform service, our online chat, or using our website.

This Privacy Policy explains what happens to any personal data that you provide to us, or that we collect from you.

We update this Policy from time to time so please review this Policy regularly.

If at any time you wish us to remove or access the information we hold on you, please contact GDPR@laleche.org.uk with your name and any details you have of who you were in contact with and when, so we can ensure it is promptly removed.

Further information

Introduction to GDPR for small charities:

<https://www.resourcecentre.org.uk/information/data-protection-for-community-groups/>

More LLLGB GDPR FAQs:

<https://laleche.org.uk/leader-resource/gdpr-for-lllgb-leaders-faqs/>

Any other queries will be very welcome at GDPR@laleche.org.uk.

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