



## Confidential Contact Person (CCP) Guidelines

To ensure a safe, fun, and welcoming environment for all members of T.S.A.V. Parcival, a confidential contact person (CCP), or in Dutch *vertrouwenscontactpersoon (VCP)*, exists as a safe space to report any violations of the code of conduct, unwanted advances and/or any other behavior/situation which can make members feel unsafe. It is the job of the confidential contact person to assess the situation and act accordingly.

### General

1. The primary objective of the CCP is to always strive for social safety in and around the association.
2. It is forbidden to serve as a board member and CCP at the same time.
3. No one may serve more than five years as CCP.
4. Any member may become CCP.
5. A CCP can only be voted out during a general members meeting with a simple majority or by resigning.
6. A candidate CCP is appointed by the board whenever a former CCP retires or when they want to challenge the current CCP during a general members meeting. The candidate is to be voted in during the next general members meeting.
7. The board should always strive to find a candidate CCP who they deem fit for the job. (Emotional) maturity, relevant experience, or study may be taken into consideration.
8. Any member may approach the CCP at all times for matters concerning the association or its members. This can happen verbally, through WhatsApp or using the official email address (TheirFirstName\_ccp@parcival-atletiek.nl).
9. The CCP is equally available to all members. The CCP is required to review cases as objectively as possible and to not favor any member over another.
10. When desired by the member, and with explicit approval, the CCP must strive to engage with all involved parties, without bias, whilst keeping as much information anonymous as possible.
11. The CCP is obligated to respond within two weeks by letter or email.
12. Any official contact between a member and CCP has to be registered in the CCP log.
13. Any complaints about the CCP are to be sent to the current board ([tsav@parcival-atletiek.nl](mailto:tsav@parcival-atletiek.nl)). If a member does not feel safe in doing this, they are to escalate their complaint to FOSST (Federation of Student Sports Tilburg).



## Meetings

14. Members are able to schedule 1 on 1 meetings with the CCP, they may also state a preference as to which CCP they would like to meet with.
15. At the request of the member in question, other members may be asked to be present during the meeting.
16. At the discretion of the CCP, but always with the explicit agreement of all parties, a meeting can be held with all parties involved.

## Privacy and Data Storage

17. Contact with the CCP is as confidential as possible. The CCP may share information with board members or other CCPs at their own discretion only if it is deemed necessary for handling a situation or for the safety of the association.
18. A CCP should take as many precautions as possible to keep members who report to the CCP anonymous if the complaint is deemed serious.
19. To ensure continuity, CCPs are able to access a general log created and maintained by previous CCPs. These logs must contain as little information as possible, namely the name of the member in question, dates of meetings, and possible warnings and agreements. These logs are kept for seven years, after which they will be removed.
20. Every CCP keeps a detailed log of complaints received and cases reviewed for seven years. These logs can be requested by any sitting CCP if a member comes in contact with the CCP and the logs show that the member in question has had contact with a previous CCP. These logs need to be stored safely by the CCP for seven years. After which they will be permanently deleted.
21. As per GDPR rules, members have the right to request all information known about them to the association. However, the CCP logs (both general and CCP-specific) are not accessible by any board (current or otherwise). This information is only known to CCPs. Therefore, a separate request should be filed with the current CCP, who can then check the logs to see if any other CCP has detailed complaints and/or case files.
  - a. Requested information which also includes sensitive data on other (former) members, must be redacted.
  - b. The expected retrieval time of these documents is a month. Due to the sensitive nature, the involvement of CCPs who may have served more than six years ago and the possible need to redact some of the included files for sensitive information.
22. At the end of a CCP term. The outgoing CCP is responsible for archiving, downloading, storing and subsequently deleting all emails from the web

server. Before allowing the new CCP to take control of the CCP email address. This needs to happen on the day of the switch as no emails can get lost. These emails need to be stored securely by the outgoing CCP for seven years.