

Privacy Notice - Service Users

August 2021

When you contact Changes Community Health Project we will collect and hold certain personal information about you. We will only do so with your explicit consent and in accordance with all applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR).

We will ask for your consent to store data when you request support from Changes. Acceptance of your appointment indicates acceptance of this privacy notice. You can withdraw your consent at any time by using the contact details at the end of this notice.

Information collected

We will only ask for personal information that enables us to provide the most appropriate services.

We will not share information with any other services without your explicit consent, unless we are concerned there is a serious risk to yourself or others, in which case we will contact the appropriate authorities.

We will ask some questions such as your gender, nationality, ethnicity, etc. This information is only used for equalities monitoring purposes.

We will ask for consent to hold a personal record on Changes database and to update this record with future contacts and requests. You have the right to withdraw consent at any time.

If we think it would be helpful to you, we may ask for your consent to share information with a third party for example through referral to the NHS. Changes will respect your wishes when sharing information about you and shared only with those who need to see it.

How we will use your personal information and who it will be shared with

Internal

1. Any staff member may discuss their work with an individual with their line manager as part of confidential meetings/supervision to ensure the best support is provided to you.
2. Volunteers may discuss their contact with you (in courses/groups/activities or peer matchings) with their Volunteer Coordinator for the purposes of supervision and to ensure the best support is provided to you.
3. Therapists will discuss their therapeutic work with you with their clinical supervisor (who may be external to Changes). They will discuss any adult or child protection issues with their line manager who will take the necessary appropriate action.

4. Information provided to our Board of Trustees for the purpose of monitoring and evaluation (including case studies) will be anonymised unless you give consent to include your name.
5. Discussions will only take place for professional purposes and your confidentiality will be respected.

External

We will, on an anonymised basis, use your personal information to demonstrate the impact of our services. Any case study information shared will always be on an anonymised basis unless we have explicit consent from you.

We may share your personal information with an external auditor for quality auditing purposes but only in the presence of the Manager and only after the auditors have provided us with all necessary written undertakings to preserve the security and confidentiality of your information.

We will share personal information with law enforcement or other authorities if required by applicable law (including, in line with our Child Protection/Adult Support and Protection Policy and Safeguarding policies, where there are concerns about the safety or wellbeing of a child or adult at risk and it is considered necessary for their welfare and protection).

How long your personal information will be kept

We will keep your personal information after we have finished providing our support to respond to any questions, complaints or claims made by you or on your behalf, to show that we treated you fairly and/or to keep records required by law. We will not keep the information for longer than necessary. We keep different types of information for different lengths of time – for example files from therapy are kept for 7 years, other records are kept for shorter periods.

Keeping your personal information secure

We have appropriate security measures in place to prevent your information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Your Rights

You have a number of important rights which you may exercise in relation to your personal information free of charge. In summary, those include rights to:

- access your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;

- object at any time to the processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information; and
- otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of these rights, including the circumstances in which they apply, visit the Information Commissioner's Office ("ICO") website at <https://ico.org.uk/for-the-public/>.

If you would like to exercise any of the rights, please email, call or write to us using the details in 'How to contact us' below, let us have enough information to identify you, let us have proof of your identity and address, and let us know the information to which your request relates.

How to complain

Please report any complaint to the details set out in 'How to contact us' below. We hope we can resolve any query or concern you raise about our use of your information. You also have the right to lodge a complaint with the ICO who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information we hold about you as detailed below:

Changes Community Health Project , 108 Market Street, Musselburgh, EH21 6QA

Telephone: 0131 653 3977 or email info@changeschp.org.uk