

Privacy Notice – Service Users

This Privacy Notice tells you what to expect when SAaA collects personal information about you.

Who are we?

Solihull Action through Advocacy is a charity which is dedicated to supporting people to live independently and make their own choices. We do this by providing independent advocacy.

Our registered office is: **11-13 Land Lane, Marston Green, Solihull, B37 7DE.**

Our registered charity no. is: **1146073**

Our company no. is: **7945421**

We are registered with the Information Commissioner under reference: **Z2309056.**

We believe that confidentiality and trust are at the heart of all that we do and underpins the relationship between an advocate and their advocacy partner and as such, SAaA is committed to ensuring that personal information that is shared with or disclosed to a member of staff or volunteer of the charity is kept securely and that access to that information is controlled with the utmost care.

We will make sure that any personal information we hold is secure, accessible only to those who need to access it, and held for only as long as is needed. We will not transfer personal information outside the European Economic Area. We never sell, rent or trade personal information.

We have a designated “**Data Protection Officer**” (DPO) who you can contact if you would like any further information. The DPO is our Chief Executive Officer and you can contact them by email (office@solihulladvocacy.org.uk), on the telephone (0121 706 4696) or in writing (11-13 Land Lane, Marston Green, Solihull, B37 7DE).

What information do we collect about you?

We will only collect and store the information that we need to provide our service to you.

The exact information that we collect may vary depending on your own circumstances but it may include your name, address and contact information, date of birth and other personal information such as your gender, ethnicity, sexual orientation, information about health and disability and other details relevant to the support that you need from us (for example this might be information about your financial circumstances or a legal problem). You can find a full list of the types of information that we collect in our *Confidentiality and Data Protection Policy* which is available on our website or you can contact us to request a copy.

How do we collect information about you?

We collect information about you from referral forms. These forms may be filled in by you but they may also be filled in by others on your behalf (for example this might be a friend or relative or it may be another professional such as a doctor or a social worker).

We will also collect some information directly from you when we talk to you about the service that we provide and when we are providing the service to you.

With your permission we might also talk to other people about you and we might collect information from them.

Why we collect and process your information?

We have to explain the “lawful basis” for why we collect and process your personal information.

We collect and process your personal information on the basis of “**legitimate interest**”. We need to collect and use the information in order to:

- provide our service to you
- to keep a record of the service that we have provided to you and the actions we have taken
- to make anonymous reports to people/organisations who have funded our work (you cannot be identified in these reports)

Some of the information we collect is considered to be particularly sensitive. This includes your ethnicity, sexuality and religious beliefs for example. As well as having a legitimate interest in collecting this information, we also need your consent to collect and process it. We will ask you for this consent but you do not have to provide us with that information if you do not want to.

Some of our services are delivered on behalf of statutory bodies (such as the local Council or the NHS) and in these cases the statutory body is the “Data Controller”. They process the data in order to comply with a legal requirement to provide the service to you. This is sometimes called a “**Public Task**”. Examples of this are our *Independent Mental Capacity Advocacy* (IMCA) and *Care Act Advocacy* services.

We will not use your personal information to send you updates about our activities or to send your other information about SAtA unless you have given us your permission.

Sharing your information

With your permission, we may contact other organisations to help you solve your problem, or because another organisation may be able to help you solve your problem if we can't.

There are times when we might have to share your information without your permission. If we do, we will always make sure there is a legal basis for us to do that. For example, if we receive a court order, we have to produce information demanded in that order, or if you have told us something that makes us think you may harm yourself or someone else, we may have to tell the police or social services.

If we are providing the service to you on behalf of a statutory body which is exercising a “public task” that it is required by law to carry out, we may share your information with them as the “Data Controller”. We will only share the minimum data that is necessary.

Storing your information

We will store information about you on our secure case management system, including copies of any emails or correspondence and notes about the support we have given you. Our case management system uses encryption and password protection. Any physical documents will be kept securely in locked filing cabinets at our offices and access will only be granted to authorised members of staff or volunteers. You can find further information in our *Information Security Policy* which is available on our website.

We do not keep your information for ever and we only keep it for as long as we need to. You can find information about our ordinary data retention periods in our *Confidentiality and Data Protection Policy*.

Your rights about your information as a user of our services

Under data protection laws, you have certain rights about how your information is used. Our *Confidentiality and Data Protection Policy* contains more details information about these rights and you can also find more information from Information Commissioner’s Office here: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>.

The rights you have are:

The right to be informed - you have a right to be told that we process your data and how we use it. This privacy notice is intended to ensure that you are properly informed.

The right of access - you have the right to request a copy of the information that we hold about you. This is sometimes called a “Subject Access Request”

The right to rectification - you have a right to request a correction of data that we hold about you that is inaccurate, out-of-date or incomplete

The right to erasure - in certain circumstances you can ask for the data we hold about you to be permanently erased from our records

The right to restrict processing - where certain conditions apply to have a right to restrict the processing rather than asking us to delete it permanently

The right to object - you have the right to object to certain types of processing

Data Breaches

A ‘personal data breach’ means that personal information is disclosed to, or accessed by, someone who is not authorised to see it. We make sure that our systems are secure in line with recognised standards but if a personal data breach did happen that involved your personal information, we would tell you as soon as we became aware of it and let you know what we were planning to do about it. We would also tell the Information Commissioner’s

Office about it and make sure you know how to complain to the Information Commissioner's Office about the personal data breach.

Complaints

If you are unhappy with the way in which we have handled your personal data, you should first contact the Data Protection Officer (details above). You can raise a formal complaint using by following our *Complaints Policy* (available on our website or contact us for a copy).

If you are not satisfied by the result of our internal complaints process, you can contact the Information Commissioner's Office (ICO).

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 08456 306060
Website: www.ico.gov.uk