

PRIVACY NOTICE FOR SERVICE USERS

Causeway & Mid-Ulster Women's Aid is a charity registered with the Charities Commission NI. We provide support, information, and temporary accommodation to women with or without children who are experiencing domestic violence. This support is provided in Refuge, through Community Based Outreach Support services, in the Women's/Resource Centres and through the delivery of programmes for women and children.

During your period of support with Causeway & Mid-Ulster Women's Aid, we will ask you to provide us with personal data. Personal data is information that relates to a living individual who can be identified from the information.

In order to gather and hold information about individuals we must have a lawful basis. For Causeway & Mid-Ulster Women's Aid the lawful basis on which we collect and process your personal information is 'legitimate interest'. This means that it is necessary collect and process certain personal data in order to carry out the work that we do. Although we use legitimate interest as our lawful basis, we will not share your data without your explicit consent except where we have a safeguarding or legal requirement to do so.

The personal data we collect may include:

- Name, address and contact telephone number
- Emergency contact details
- Date of birth
- National insurance number (for Refuge)
- Details of your GP, Social Worker, CPN etc (if relevant)
- Whether you are pregnant
- Your economic status
- Details about your children (name and date of birth)

We also collect some 'special category' data (this used to be called sensitive personal data) including your:

- Religion
- Racial or ethnic group
- Language
- Physical or mental health conditions
- Age
- Relationship to perpetrator

Other data:

Any criminal convictions data provided to us by service user or external body that relates to safety of others will be recorded to inform risk assessment and risk

management. This information will only be shared to external bodies with your consent or to meet safeguarding or legal requirements to do so. Should you consent to any of your children accessing children and young person services we are required to retain this information until the child(ren) is eighteen years old plus 3 years.

Information recorded is that provided by you on the forms you complete with your allocated worker or when you made the initial referral. You have the right to withhold or restrict any information relating to you or your children.

The organisation also uses CCTV cameras for security purposes at the Refuge. Cameras record on a constant basis and are in place solely for the prevention of crime and protection of the staff and residents of Causeway & Mid-Ulster Women's Aid.

When we ask you for personal data, we promise to:

- only ask for what we need and what is relevant;
- make sure you know and understand why we need it, and who we will share it with.
- hold it securely and make sure nobody has access to it who shouldn't.
- make sure we don't keep it longer than necessary; and
- not make your personal information available for any other use (other than stated on this notice) without your permission unless we are required by law or if you or your child is at risk.

Why do we keep information about you?

- To ensure you and your children are given the best support possible, suited to your individual needs and situation
- To gather statistics relating to our work
- To make housing benefit claims on your behalf (if you are staying in Refuge)
- To provide information to funders who support us financially to do our work. This means they can verify that we are providing the support we say we provide.
- To share with other agencies that may be involved in your support.

How do we store your information?

Your information is stored on a computer database, and on paper files. The organisation has a Data Protection Policy which outlines how we will process your information within the organisation to keep it safe. We will ensure that your information is stored safely and securely both electronically and in hard copy files.

Who do we share your information with?

Causeway & Mid-Ulster Women's Aid is dependent on financial funding from external bodies. Funders ask us to provide them with information relating to the work we do, and so we are required to pass on some specific information. This includes:

- If you are using the Community Based Outreach Services' (one to one support, groups, court support etc) – we are required to send your first name, surname, address, gender, ethnicity National Insurance number (refuge) and

date of birth to the Supporting People team at the Housing Executive. This allows them to verify that we are providing support

- If you are staying in a refuge – If you are staying in refuge, we are required to send your first name, surname, address, gender, ethnicity, National Insurance number and date of birth to the Supporting People team at the Housing Executive. You will also be required to complete Housing Benefit forms which are forwarded to NIHE to access payments you may be entitled to for refuge costs.

Other agencies that we may share information with as part of your support may include:

- Social Services (Gateway Team and Family Support)
- Health Trust Health Visitors
- MARAC Co-ordinators and members
- Department of Justice
- GPs
- Community Psychiatric Nurses
- PSNI
- Probation Board for NI
- Health & Social Care Trust's
- The Education Authority NI
- Northern Ireland Housing Executive
- Other Women's Aid groups

All these organisations are obliged to keep your details securely and to dispose of them when no longer needed. We will usually only share information with other agencies with your knowledge and consent however in certain circumstances the organisation has a statutory or legal requirement to pass on information, for example in legal or child protection cases.

Individual Rights

You have a number of individual rights in relation to the personal data that we hold about you. These include:

- **The right to be informed**: the right to be told how your personal data is used in clear transparent language.

Causeway & Mid-Ulster Women's Aid advises all clients of their rights in relation to Data Protection through the provision of a Privacy Notice

- **The right of access**: The right to know about and have access to any of your personal data that we hold

Any service user can request access to their files at any time or can make a Subject Access Request (SAR) if they want a copy of their data or are no longer a service user

- **The right to data portability**: the right to receive your data in a common and machine-readable electronic format (where technically feasible)

Causeway & Mid-Ulster Women's Aid will make every effort to provide a copy of your data in a format that you request so long as it is technically feasible to do so.

- **The right to be forgotten:** the right to have your personal data erased (some exceptions apply)
You have the right to request to have your personal data erased in certain circumstances
- **The right to rectification:** The right to have your personal data corrected if it is inaccurate or incomplete.
You have the right to request changes be made to any personal information held by Causeway & Mid-Ulster Women's Aid which is inaccurate or incomplete.
- **The right to object:** The right to complain or object to processing.
You have the right to object to the processing of your personal data by Causeway & Mid-Ulster Women's Aid in certain circumstances.
- **The right to purpose limitation:** The right to limit the extent of the processing of your personal data.
You have the right to request that the processing of your data by Causeway & Mid-Ulster Women's Aid is limited in certain circumstances.
- **Rights related to automated decision making:** The right not to be subject to profiling or decision making without human involvement.
Causeway & Mid-Ulster Women's Aid does not use automated decision-making systems or carry out profiling without human involvement.

Am I entitled to see the information that is held about me?

While receiving support you are entitled to see your information at any time and to have a copy of your support plan.

If you have finished accessing support with Causeway & Mid-Ulster Women's Aid you are still entitled to see any information held about you but will have to make Subject Access Request (SAR) to obtain a copy of the information.

The following information will be retained after you leave Women's Aid services:

- Name, address and contact telephone number.
- Date of birth
- National insurance number (if relevant)
- Details about your children (name and date of birth)
- Project(s) worked with
- Support records – deleted after 5 years
- Start and end dates of involvement

Your case files will be permanently deleted from all computer records and all manual/paper records shredded by a reputable confidential shredding company five years after leaving Causeway & Mid-Ulster Women's Aid services. After this date only a basic log of name, address, service(s) accessed, and dates of involvement will be retained.

Special Category Data will be retained in an anonymised and statistical format, and you will not be able to be identified from this information.

The collection, processing and recording of your information will be in line with the Data Protection Act 1998 and GDPR 2018. If you have any concerns or questions you can contact:

Community Services Manager (028) 70356573 (Causeway) or
Services Manager (028) 86769300 (Cookstown).

Further information about Data Protection and the GDPR can be obtained from the Information Commissioners Office. If you are unhappy about any aspect of Causeway & Mid-Ulster Women's Aid's management of your personal data a complaint can be raised through the organisations Comments & Complaints Policy & Procedures.

Signature: _____ Date: _____

By signing this Privacy Notice, you are confirming you have read and understood how Causeway & Mid-Ulster Women's Aid will collect, handle and share your personal data.

You are also consenting to the organisation sharing your information with the agencies listed. Any additional requests for sharing your information will be discussed with you in advance.