

Julian Support Privacy Notice – if you use our services

Julian Support takes data protection seriously and is committed being transparent about why we need your personal data and what we do with it. This Privacy Notice explains how we process your information and explains your rights when it comes to your data.

“Processing” can mean collecting, recording, organising, storing, sharing or destroying data.

Collecting your information

If you are referred to any of our support services, we will use the information provided to us at the referral stage to assess the suitability of our service for you and to understand your support needs. If you subsequently become a user of these services, we will use your personal information to provide you with ongoing support services. This information may come from sources such as referral forms, assessment and ongoing support visits with us; relevant professionals involved in your support, you and others such as family, friends or carers.

If you are a friend, family member or carer of someone who uses our services, we may process your data because we need to hold nominated contact details such as next of kin or lasting power of attorney information relating to the individuals who use our services. This information may be provided by you, the person using our service or from somebody who refers to us.

If you attend or participate in any of our community events, we will collect your personal data so that we can send you information about our group activities and upcoming events. This information will be collected from you when you contact us for information about our events or when you attend those events.

Information That We Collect

If you are referred to one of our support services or become a user of those services, the information we collect might include but is not limited to:

- your name, date of birth and personal contact details;
- your National Insurance number;
- your language preferences and communication needs;
- the gender you identify as;
- the ethnicity you describe yourself as belonging to;
- your religious beliefs;
- if anyone acts on your behalf and you whether you have mental capacity e.g. to sign a tenancy
- your financial circumstances;
- any cautions or unspent convictions you may have and any other details relating to risks to yourself or others
- your housing history and any arrears or debts you may owe or recent anti-social behaviour;
- information about your family, including your marital status, whether you have any children or whether you are pregnant;
- information in relation to your mental and physical health; and
- relevant information about your personal life and any care or support requirements you may have.
- images of you to help us to support you to stay safe e.g. if we need to notify police that you are a missing person;
- information relating to your support requirements, including progress against your support planning goals;
- information relating to your well-being, physical and mental health;
- details of your contact and interactions with us face to face, by telephone and in electronic and written communications;
- information provided by third parties that is relevant to your support or risk management

If you are a friend, family member or carer of somebody that we support, or if you wish to participate in any of our community activities, we may need to hold basic contact details, such as your name, address and contact numbers.

There is CCTV in operation at some locations where we are based. Where CCTV is in operation, there will be clearly visible signs to indicate that this type of recording is happening. This will only be in communal areas.

What We Do With Your Information

Information about you is stored and used by us in accordance with this privacy notice and with your rights under the GDPR.

If you are referred to us or become a user of our support services, your information is used to assess the suitability of our services for you, understand your support requirements and ensure our services are fair and accessible to all. It will also be used to provide ongoing support to you.

If you are a friend, family member or carer of someone we support, we use your information to ensure we have accurate and up-to-date records of who to contact in the event of an emergency.

In both of these cases, your data will be stored on our database system which is provided by the third-party provider, Lamplight Ltd. Lamplight is required to take appropriate security measures to protect your data in line with our policies. We permit them to process your data only for specified purposes and in accordance with our instructions and they are not allowed to use your data for their own purposes.

If you wish to participate in any of our community activities, your details will be stored securely on the Julian Support SharePoint site, which is our company intranet. SharePoint is part of the Microsoft Office 365 suite of products and has robust security measures in place to protect your data.

The Legal Basis For Using Your Information

By law, we need to have a lawful basis for processing your personal data. The lawful bases that we rely on are set out below:

- We may process your information under the legal basis of 'performance of a contract' or 'for the performance of a task carried out in the public interest or in the exercise of official authority'. We would be unable to offer support services in line with how we are commissioned if we did not collect the relevant information about you.
- In some circumstances, we may process your personal data under the legal basis of 'legitimate interest', for example, if you attend or show interest in one of our community projects. We need to be able to contact you about current and future events.
- In limited circumstances we may need to process your personal data to protect you from harm. In this case we will process your data under the legal basis of 'vital interests'. In such circumstances Julian Support will aim to strike a balance between maintaining your privacy and keeping you safe.
- We may need to process your information to comply with the law, called 'legal obligation' – for example, if a court orders us to share information or when we have to contact safeguarding.
- Where the information we process is special category data, for example your health data, the additional basis for processing that we rely on is 'for the provision of health or social care or treatment or the management of health or social care systems'.
- We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.
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Sharing Your Information

If you use our services, such as ARCH, Liaison & Diversion or LiNC:

We are contractually required to share your information with those who commission our services and with other organisations where we have a legal obligation to do so.

Services we provide are contracted by:

- Norfolk and Suffolk Foundation Trust (NSFT)
- Norfolk & Suffolk Integrated Care Board (ICB)
- Norwich City Council

We may also need to share your information with other organisations such as:

- the police for the detection and prevention of a crime, and managing risk;
- organisations involved in auditing/administering public funds to detect and prevent fraud;
- other local authority teams such as adult community services, housing, safeguarding, environmental health, council tax departments, benefit agencies and Support Now members.
- other statutory agencies such as the fire service, ambulance service and the NHS in relevant circumstances.

If we need to share any information with your family, friends or carers we will ask for your specific consent and will regularly review this.

If you are a friend, family member or carer of someone who uses our services:

We will not share personal data with any third party without consent unless the law and our policies allow us to do so. We may have a legal reason to share your data with a third party, and this could include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals;
- The Local Authority;
- The police or other law enforcement agencies if we have to by law or court order, or to help us to keep someone safe e.g. if we need to notify police about a missing person;

If you attend or participate in any of our community events:

If a session or event is being run by us in conjunction with a third-party, for instance a fitness or mindfulness professional, we may need to share your information with them. Any such party will be required to take appropriate measures to protect your data in line with our policies and will not be allowed to use your data for their own purposes.

Transferring Your Information Abroad

We will not transfer any information about you outside of the European Economic Area.

Security Of Your Information

Information that you provide will be stored securely in all formats and is not accessible to any staff that do not have relevant reasons to access this. Any breach of this policy will be recorded on a breach register and the Information Commissioners Office will be notified when appropriate.

Storing Your Information and Deleting It

If you use our support services:

At the referral stage, if you do not become a user of our services we will destroy all information about you within 3 months of the most recent relevant contact.

If you become a user of our services, we will hold the information collected at the referral stage and while you are a service user during the period of our relationship and in line with commissioning bodies requirements. If our contract terminates your data will be returned/destroyed/disposed of in a secure manner and in accordance with specific instructions by our commissioners and in line with our retention schedule.

If you are a friend, family member or carer of someone who uses our services:

We will hold your information securely during the period of our relationship with the person that provided it and in line with our retention schedule.

If you attend or participate in any of our community events:

We will hold your information securely during the period of our relationship with you and in line with our retention schedule.

Your Rights

Under data protection law, you have rights we need to make you aware of. Your rights under the GDPR allow you to:

- Ask us for access to the information we hold on you. There are some exceptions to this right, which means you may not always receive all the information we process.
- Ask us to correct the information if it is inaccurate or incomplete.
- Ask us to erase the information that is held by us, although in certain circumstances we may not be able to do this.
- Ask us to provide you with the information we hold about you in a structured and commonly used format or transmit that information directly to another.
- Ask us to restrict the processing of your personal data in certain circumstances.
- Object to the processing of your information if the process forms part of our public task, or is in our legitimate interests. However, we may not be able to provide you with a service should you choose to object to the processing of your data.

More information on the rights of the individual under GDPR are available from the Information Commissioners Office (ICO) website: www.ico.org

If you wish to make any requests or want any further clarity about GDPR within Julian Support, you can contact our Data Protection Champion by writing to The Data Protection Champion, 23 Pilling Park Road, NR1 4PA or emailing dpc@juliansupport.org

How to Complain

If you are unhappy with the way we use your information, you can complain to us using the details above.

If you are unhappy with our response to your complaint, you should contact the ICO: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; 0303 123 1113; www.ico.org.uk