

<b>Policy Owner:</b> Data Protection Officer	
<b>Version:</b> 3.00	<b>Relevant to:</b> All Onside Staff, Service User and Volunteers
<b>Approval Date:</b> 01 June 2023	<b>Approved By:</b> Head of Business Development, Quality and Compliance
<b>Date Effective From:</b> 01 June 2023	<b>Next Review Date:</b> 01 June 2024
<b>Related Policies:</b> <ul style="list-style-type: none"> <li>✿ SFRHR29 Confidentiality Policy</li> <li>✿ SFRHR30 Data Protection</li> </ul>	
<b>Resources:</b> <ul style="list-style-type: none"> <li>✿ <a href="https://www.gov.uk">Data protection: The Data Protection Act - GOV.UK (www.gov.uk)</a></li> </ul>	
<b>Policy Amendments/Updates:</b> <ul style="list-style-type: none"> <li>✿ - DPO Update</li> </ul>	

## Privacy Policy

This Privacy Policy explains how Onside Independent Advocacy handles, store, uses and shares your personal information and your rights in relation to that. It applies to personal data that is provided to Onside Independent Advocacy (Onside). It includes information regarding the following:

- ✿ People who use Onside services, carers, family, and other referrers
- ✿ Current and former staff and volunteers
- ✿ Members and trustees who we made hold personal data for
- ✿ People who provide feedback about our services, including people who make complaints.

## Responsibility and Authority

- ✿ Onside Independent Advocacy is a registered charity (Registered Charity No. 1102022) and company (Company Number 3323040) who's registered office is Williamson House, 14 Charles Street, Worcester WR1 2AQ, UK.
- ✿ Onside has an appointed data protection officer who can be contacted via email on [dpo@onside-advocacy.org.uk](mailto:dpo@onside-advocacy.org.uk)

- As a data processor Onside holds and uses personal and sensitive information on behalf of organisations that commission us to provide services.

As a data controller when we process information, we are required to identify a lawful basis for doing so this can be done under various legal basis contained within the Data Protection Act.

## People using Onside Services - Carers, Family and Other Referrers

### Using your Information

- Onside collects the data required in order for staff & volunteers to provide a service, additional demographic information will be taken which is required for funders to establish demand and use of services.

### Sharing your Information

- As part of contractual requirements Onside will provide anonymised reports to funders and commissioners, no identifying information will be used.
- Onside may also share anonymous data to other regulators or government bodies as legally required.

### Storing your Information

- All information provided to Onside will be stored on the case management system, this system has enhanced levels of encryption and security and is password protected with varying levels of access depending on the role of the user.
- Information will be stored on the case management system for 7 years, in line with contractual requirements, at which point the information will be permanently deleted or returned back to the Commissioner.

### Rights regarding your Information

You have the following rights under data protection legislation to your personal information:

- To know what information Onside holds about you ('right to be informed').
- To request access to or a copy of the information Onside holds about you ('right of access').
- To have your data corrected if it is inaccurate ('right to rectification')
- To have your data erased where Onside does not have an overriding legal obligation or reason to retain it ('right to erasure').
- To prevent your data being used, if you have contested and are pending resolution in relation to its lawful use, accuracy, or impact of your rights, or require that it is retained in relation to a legal claim ('right to restriction of processing')
- To object to its use, including opting out of receiving marketing such as our newsletter ('right to object').

- ✿ To request that we pass data about yourself that you provided us to another organisation on your behalf ('right to data portability).

## Where did we get your Information?

- ✿ Most of our information is given to us by you.
- ✿ Some of it may be given by the person who completed a referral form to Onside on your behalf.
- ✿ We may also be sent information by people from other agencies and organisations, like your Social Worker, Housing Officer, or GP.
- ✿ We may also get sent information in response to queries we make on your behalf, answers to letters etc.

## Who are our Partner Organisations

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations.

- ✿ Voluntary Sector Organisations
- ✿ Local Authorities
- ✿ Public Health
- ✿ NHS Trusts
- ✿ NHS Primary Care Networks including GP Surgeries
- ✿ Herefordshire & Worcestershire Clinical Commissioning Group Social Care Services
- ✿ Multi Agency Safeguarding
- ✿ Education Services
- ✿ Other 'data processors' which you will be informed of

You will be informed about who your data will be shared with and in some cases, asked for consent for this to happen when this is required.

## Sharing your Information without Consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- ✿ Where there is a serious risk of harm or abuse to you or other people.
- ✿ Where a serious crime, such as assault, is being investigated or where it could be prevented.
- ✿ Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS).
- ✿ Where a formal court order has been issued.
- ✿ Where there is a legal requirement to do so.

## Third Party Processors

Onside will use carefully selected third party service providers to support the operational delivery of its services. When we use a third-party service provider to process data on our behalf then we will always have an appropriate agreement in place to ensure that they keep the data secure, that they do not use or share information other than in accordance with our instructions and that they are operating appropriately. Examples of functions that may be carried out by third parties includes:

- ✿ IT services & support
- ✿ Website/Intranet provider
- ✿ Microsoft Teams
- ✿ Core database/document management systems
- ✿ GP Clinical Systems (EMIS Web)

Further details regarding specific third-party processors can be supplied on request. If you think we have not upheld your rights and our responsibilities in relation to data protection you can contact our Data Protection Officer or you can contact the Independent Regulator the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

## Staff Information

Onside as an employer processes information about you. Should you wish to submit a request for any of your personal information please notify your manager who will pass the request onto the Data Protection Officer.

Our legal basis for processing information about you is based on an employment contract we hold with you.

## Further Information

If you need any further information or advice concerning this document, please contact [dpo@onside-advocacy.org.uk](mailto:dpo@onside-advocacy.org.uk)