

Purpose

This Privacy Policy explains how Onside Independent Advocacy handles, store, uses and shares your personal information and your rights in relation to that.

Scope

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.
- ✿ Onside has an appointed data protection officer who can be contacted via email on dpo@onside-advocacy.org.uk
- ✿ As a data processor Onside holds and uses personal and sensitive information under the lawful basis of legitimate interest so that they can deliver services that they are contracted to provide

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, no identifying information will be used
- ✿ Onside may also share anonymous to other regulators or government bodies as legally required

Storing your information

- ✿ All information provided to Onside will be stored on the internal 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 for 7 years, in line with contractual requirements, at which point the information will be permanently deleted

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 from?

- ✿ 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 Operational Manager - Quality & Compliance or you can contact the Independent Regulator of GDPR:

<p>Operational Manager – Quality & Compliance: Onside Williamson House 14 Charles Street Worcester WR1 2AQ Tel: 01905 27525 dpo@onside-advocacy.org.uk</p>	<p>Independent Regulator: The Information Commissioners Office Tel: 0303 123 1113 https://ico.org.uk/global/contact-us/livechat</p>
--	---

Revision History

Date:	Revision level:	Description of Revision:
27.05.2021	000	Initial release