



Important Information about your Privacy

Why do I need to read this leaflet?

This leaflet lets you know what personal data we record about you, why we record it and how we use it. It's important that you understand this leaflet. If after you have read this leaflet, you don't understand something or you have any questions about how we use your personal information, please don't hesitate to get in touch with us.

What if I'm not happy with this or the information on my file?

If you are unhappy with any of the information in this leaflet, or if you are not happy with information on your SAR, you can contact us via the details on the back of this leaflet.

GET IN TOUCH

T: 0300 303 4170

E: admin@advocacyfocus.org.uk

W: www.advocacyfocus.org.uk

Under the General Data Protection Regulation 2018 (GDPR) you have rights over what personal information we take from you and how this information is used. The law requires that we only take information that is needed for us to help you. It also says that this information must be up to date, kept securely and for a certain amount of time only. We are serious about protecting your data and making sure you understand how your personal information is used and processed.

What information do we take from you?

We only record information that is relevant to helping you; this is information about who you are, where you live, why you are using our service and about the work we are doing with you.

Why do we need this?

We use this information to better understand how best to help you, we keep the files to help us understand how we worked with you and to assess how successful the outcome was. This kind of information helps us to help other people as well.

Who can see it?

Only the people who need to see your personal information can see it. This can be:

- Staff at Advocacy Focus relevant to your case
- Some senior managers at Advocacy Focus
- Official inspectors may be able to see your information when we are being audited; this happens to ensure that we are working properly and keeping accurate records
- Representatives of the commissioner should we be delivering this service on behalf of another organisation. This would be to check that work is proceeding as it should.



Will we share your information?

We don't share information about you to other organisations or services without asking you first. We will always respect your decision on whether to share your information, however, there may be times when we have to share this, such as:

- If we are working with another organisation as part of the service to you
- If we have reason to believe you may be at risk or someone else may be at risk
- If we are legally required to do so; for example, following a court order

Can I see what information you have on me?

Yes, you are able to ask us for something called a 'Subject Access Request' (SAR) at any time, if you request this we have to provide you with a copy of your records within 30 days. If you would like to see what is on your file, please email

hr@advocacyfocus.org.uk.

You also have a right to request us to change or update any information we hold on you.

Can any of my information be withheld from me?

Sometimes we receive confidential information, such as information from a Doctor, if you wish to see this information, we have to ask the person who is providing the information whether they agree for this to be shared with you. Sometimes, very



rarely, we may withhold information for your own safety or because it may harm you to see it.

What happens to my data when I stop using your service?

When we have stopped working with you, your record will be closed and kept by Advocacy Focus for a minimum of six years. It may be kept for longer than this if legally required, but will always be kept within the legal timeframe. Throughout this time you still have the right to ask to see what information we hold on you (SAR). After the timeframe is up, we will permanently delete your record in line with GDPR procedures.