Keeping Your Information Safe:
Privacy Notice – For Service Users

Women's Aid Armagh Down provides support, information and temporary accommodation to women with or without children who are experiencing domestic and sexual abuse. This support is provided in refuge, through the community based floating support service, children and young person's projects and other support service projects.

During your period of support with Women's Aid Armagh Down, we will ask you to provide us with **personal data and special category personal data**. This is information that relates to a living individual who can be identified from that information.

The personal data we collect includes:

- Name, address and contact telephone number;
- Emergency contact details
- Date of birth
- National insurance number
- Details of your GP, Social Worker, CPN etc (if relevant)
- Your economic status
- Details about your children
- Country of birth
- Relationship with the perpetrator and details if needed for MARAC (Multi-Agency Risk Assessment), UNOCINI and APP1

The Special Category Data we collect includes:

- Whether you are pregnant
- Religion
- Racial or ethnic group
- Physical or mental health conditions
- Criminal convictions
- DASH RIC – Risk Assessment

All of this information is provided by you (and/or whoever referred you to the organisation) when you are initially referred and when your support starts. You have the right to decide what information you share with us and to ask us to correct information that is inaccurate or out of date. You may also have the right to request that information is deleted or that we restrict how it is used. However, these rights are not absolute, and there may be situations where we are legally required to keep or use certain information, particularly where safeguarding, legal obligations or funding requirements apply.

The organisation also uses CCTV cameras for security purposes at the Refuge. Images are recorded and kept in refuge, for 1 month. Images needed to facilitate any form of investigation will be archived and held in a PIN protected file on the CCTV hard drive, this will be deleted once any investigation and associated processed have fully ended.

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

- only ask for what we need and 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 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 are at risk.

Why do we keep information about you?

- To keep in touch with 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.

Our Lawful Reasons for Using Your Information

We only collect and use your information where we have a lawful reason to do so under UK GDPR and the Data Protection Act 2018. This includes providing support services, meeting our legal and safeguarding responsibilities, protecting individuals from harm, administering refuge accommodation and related services, and meeting our contractual obligations to funders and partner organisations.

Where we process special category information, we do so in accordance with UK GDPR and the Data Protection Act 2018 provisions relating to safeguarding, the provision of support services and the protection of children and adults at risk.

How do we store your information?

Your information is stored on a restricted access computer system, a password protected database and on minimum paper files. The organisation has a GDPR Policy which outlines how we will store and process your information within the organisation to keep it safe.

Who do we share your information with?

When you or your child(ren) are using our services, we are at times required to share your information with others. This might be with the agency that referred you to Women's Aid, or perhaps your Social Worker if you have one. When you leave refuge and move into independent housing or have contact with other agencies, again we may be required to share your information with them. Wherever possible, we will tell you when we share your information and explain why. However, there may be circumstances where we are unable to do so, for example where doing so could place someone at risk, prejudice a safeguarding investigation, or where we are legally prevented from informing you.

Women's Aid Armagh Down 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 staying in a refuge - Housing Benefit forms which are forwarded to the NIHE, which pays rent to the organisation on your behalf.

If you are using the community-based Service (one to one support, groups, court support etc), we are required to send your initials, sex, date of birth, post code, start and end dates of support to the Supporting People team at the Northern Ireland Housing Executive. This allows them to verify that we are providing support to an individual.

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

- Social Services (Gateway Team and Family Support) if you have a Social Worker or if we need to make a referral on your behalf
- Health Trust Health Visitors
- MARAC Co-ordinators and members if you are referred to a MARAC

- Department of Justice
- GPs
- Community Psychiatric Nurses
- PSNI
- Probation Board for NI
- Other Women's Aid groups
- Health and Social Care Trusts
- Northern Ireland Housing Executive
- Your children's school(s)
- Your solicitor if you have one

All these organisations are obliged to keep your details securely and to dispose of them when no longer needed.

In certain other circumstances the organisation has a statutory or legal requirement to pass on information, for example in legal or child protection cases.

Both Women's Aid Armagh Down and NIHE staff are legally required to work at a high standard and maintain your confidentiality. Any breach of this is taken very seriously and staff will be subject to disciplinary action.

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

You are entitled to see your information at any time during your support and to have a copy of your support plan when you leave Women's Aid services. Your data will be anonymised and purged in line with WAAD's retention of records schedule*. After a file is purged it is no longer retrievable. Any paper documents held will be either returned to you upon exit, uploaded into your electronic file or shredded upon your exit from the service. We keep information for these periods to meet funders' requirements and to comply with any legal or regulatory obligations. After you have left the services you are entitled to make a Data Subject Access Request to obtain a copy of your information. To do this you should write to the Data Protection Lead, 5 Downshire Place Newry BT34 1DZ within the time frames stated above.

The collection, processing, storage and sharing of your information will be carried out in accordance with UK GDPR and the Data Protection Act 2018.

If you have any concerns or questions about how we collect, handle or share your information or you wish to make a complaint in this respect you can contact the Data Protection Lead on 028 30250765 or talk to your support worker.

**Paper files to be destroyed when service ends. Digital Oasis files to be kept live for 2 years following the date of the last service and then moved to anonymised on Oasis for 5 years. Deleted after 7 years in total.*