

1 **About this statement**

This statement outlines how Advonet collects, stores, uses and disposes of personal information given to us by clients and other people who use our services such as Leep 1 Members.

Advonet is committed to protecting the privacy and security of personal information. This privacy statement explains:

- what personal data Advonet processes about our visitors and callers, the reason it processes that personal data, its legal basis for processing that personal data, and how long it will process it for;
- who to contact if you have any queries relating to your personal data;
- who Advonet may share staff personal data with;
- what rights you have in relation to your personal data;

This privacy statement applies to Advocacy clients, Leep1 Members, members of groups, Autism AIM clients, Asking You! participants.

It is important that you read this notice so that you are aware of how and why we are using such information.

2 **Definitions**

“Personal data” means any information about you (i.e. name, address) that identifies who you are.

3 **Data Protection Principles**

Data Protection law says personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

4 **Contact Details**

4.1 **Data controller, address and registered number:**

Advonet is the data controller.

We are a limited company registered in England under company number 4229975, with our registered office is at Unity Business Centre, Roundhay Road, Leeds, LS7 1AB

4.2 **Our data protection officer is Clare DeArostegui**

You can contact Clare via telephone on 0113 244 0606, by email on Clare.DeArostegui@advonet.org.uk or by mail at the Advonet address above.

You can also talk to any team member if you have any questions about data protection and they will contact Clare on your behalf.

5 **Processing of personal data**

5.1 **Legal Basis on which Advonet processes your personal data.**

Advonet processes client data on the legal basis of “Consent”

When people using our services have their first face to face contact with Advonet they will sign this privacy statement giving Advonet permission to process their personal data.

When callers first call Advonet, this will be asked verbally and recorded on the Charity Log database.

5.2 **What personal data we keep about you**

We may record information about clients in staff supervision notes, and our breaches of confidentiality and safeguarding files. This does not identify you as we use only initials.

There may be times we record more detail (i.e. name, address) on a safeguarding or confidentiality form. e.g. if we were making a safeguarding referral and need this data to make the referral.

When you first contact our services, you will have the option of giving us personal details which go on our database. You do not have to give us these details if you don't want to. If you refuse we will explore any alternative method of record-keeping.

We may occasionally have additional information about you – i.e. a referral form we have filled in for another organisation. When we close your case or your use of the service ends, service managers will go through all the places where we keep documentation (electronic and paper) and get rid of anything we no longer need.

5.3 **Security.**

Only staff who work or volunteer at Advonet can access the database and can only get into it by using their own password. This means, we can track who uses our database.

Our database is “encrypted.” This means that if computer system was attacked, nobody would be able to get into the database or see the information on it.

All our filing cabinets are kept secure and our office door. Advonet has policies to ensure safety and security of data; including when it is being physically transported.

5.4 **People who see your data.**

Access to your personal data will be only be by people who need it to carry out their job. For example, advocates may access the database to get your contact details.

The management team also access the database to write reports about Advonet (i.e. how many people have visited) but all data is anonymised

We may share your personal data if this is necessary to protect you or another person. For example, if your life or someone else’s is at risk; or if there is risk of harm to a child or vulnerable adult.

6 Your rights (with effect from 25 May 2018)

From 25th May 2018, the new General Data Protection Regulations (GDPR) come in and replace the Data Protection Act. The GDPR gives you the following rights:

- 6.1 You have the right to get your personal data from us, except in limited circumstances (i.e. it would compromise someone else’s confidentiality).
- 6.2 You have the right to require us to correct any inaccurate personal data we hold about you;
- 6.3 You may also have the right to have incomplete personal data completed, by means of providing us with an extra statement;
- 6.4 You have the right to require us to erase (get rid of) your personal data.

The legal basis for Advonet holding your data is “consent.” If you withdraw your consent, we may still hold your data, i.e. if we needed it because there was an on-going safeguarding case involving you, or we needed it for some other reason to keep you or another person safe. In this case, “vital interests” would become the legal basis on which we were holding your data.

- 6.5 You have the right to require us to restrict the processing of your personal data on certain grounds. For example, if you disagree with the accuracy of the personal data and want us to stop processing your personal data while we check its accuracy;

If you would like to exercise any of these rights, please contact Clare DeArostegui, Finance Director, or speak to any team member who can put you in touch with Clare.

7 If we can't sort out an issue you have

Should you have any complaints or issue with our treatment of your personal data, you may lodge a complaint with the Information Commissioner's Office (<https://ico.org.uk>).

8 If you require further information

Advonet has a Data Retention Policy which has more detail of information we record about clients. We also have an Information Governance Policy. Both policies are published on our website Please ask a team member if you would like to see either of these policies.

I agree to Advonet processing my personal data in the manner it is set out above.

Signed.....

Date.....