



## Data Privacy Statement (Service User)

This statement explains what personal data (information) we hold about you, how we use it and how we might need to share information about you during your support and after it ends. We are required to provide you with this information under the UK General Data Protection Regulation (GDPR) and the Data Protection Act (2018). Please ensure that you read this statement and any other statement that might be shared with you either verbally or in writing when we collect personal information about you.

Birmingham and Solihull Women's Aid (BSWA) must comply with the *data protection principles* set out in the UK GDPR when collecting and using your personal information. You can learn more about these principles and our commitment to them in our Data Protection Policy, which is available upon request from your main contact at BSWA or by contacting [central@bswaid.org](mailto:central@bswaid.org)

BSWA is a 'data controller'. We collect and use certain information about you in order to provide you with our services. For some services, we are also a 'data processor', which means we will process information about you that we have received from other agencies.

### What information will you hold about me?

We may collect the following information about you from you or it may be shared with us by other agencies:

1. **Personal details:** Your name, address, date of birth, place of birth, telephone number, e-mail address, NI number
2. **If in refuge and applying for housing benefit:** Proof of ID such as passport, birth certificate, national insurance document, proof of previous addresses, home office ID documents
3. **For equalities monitoring:** Ethnicity, religion, nationality, sex, sexual orientation, maternity
4. **For tailoring support:** Disabilities and access requirements, first language, general health information and additional support needs
5. **Your Children:** Names, dates of birth, addresses, their equalities information, any agency involvement and care status
6. **Anyone who is a risk to you:** name, date of birth, address, sex and relationship to you, details of any criminal convictions, injunctions, orders or bail conditions
7. **Other agency or support services involvement,** such as police, child services, housing



8. **Information about the abuse you have experienced**, current risk and your individual support needs
9. **Court and trial information**
10. **CCTV images** based at all of our buildings

BSWA will not take pictures of service users without their consent, and will never take identifiable pictures of service users.

BSWA's legal basis for collecting the above information is Legitimate Interest. We do this to provide you with a service tailored to the needs of you and your children and to plan, risk assess and monitor your safety.

We will notify you of any changes to the information we collect or the purposes of processing. On occasion, you may be asked to confirm that the data we hold about you is accurate to ensure we are not holding out of date information.

In order to monitor our services, add to research and report on our impact to our Board, commissioners, funders and other third parties, we produce statistical analysis about how we are operating regularly throughout the year, including numbers of women accessing our service, case studies and any feedback we receive. This information is always anonymised and no individual is identifiable. We will also request your consent before sharing your anonymised feedback or case information outside of the organisation.

### **Where do you store my information?**

Your personal information is stored in our secure online Case Management System which is only accessed by staff at BSWA via secure passwords.

### **How long do you keep my information?**

We keep your information for a maximum of 10 years after your last contact with us.

### **Can I ask for access to my information?**

Yes, you are entitled to request copies of information that we hold on you. Please contact us either by e-mail, telephone or in writing if you would like to request access. We will then respond within one month.

You also have the right to ask BSWA to correct or update any inaccurate or out of date information that we hold on you and you have the right to ask us to erase the information we hold (the 'right to be forgotten'). Please contact us at [central@bswaid.org](mailto:central@bswaid.org) if you require more information.



### How will you keep my information safe?

BSWA has strong technical and organisational systems in place to protect your information from being accidentally lost or misused and to prevent any unauthorised access.

Only those who have a need to access your information, in order to carry out a service, will and they will do so in compliance with our Confidentiality Policy, our IT Systems Policy and our Data Protection Policy.

There are systems in place to deal with any suspected data security breach and, in the unlikely event of a breach or suspected breach of your information, we will contact you, in accordance with the law.

### Who will you share my information with?

In the course of providing a service to you, we may need to share information about you or your children with other agencies, such as Birmingham City Council, Children's Trusts or West Midlands Police. We will usually only do this with your consent although there may be occasions where we are obliged to do this without your consent (please see below for examples). Only the minimum information necessary will be shared and only with those required to have access. All data sharing is processed securely.

The exceptional circumstances where we may be required to disclose personal information without your consent are:

1. If we believe that either you or someone else is at risk of significant harm. BSWA staff have a duty to report any issues relating to child protection or adult safeguarding.
2. Where there is a legal reason or requirement to disclose your personal information.

Agencies that we may need to share information with or who might share your information with us, include:

- Your GP, Midwife, Mental Health Practitioner or Sexual Health Nurse
- Birmingham City Council or Solihull Metropolitan Borough Council
- Children's Trusts
- West Midlands Police
- Other West Midlands Support Agencies
- Other UK Refuge services
- Other Domestic Abuse Services



### How do I make a Complaint?

We hope that BSWA can resolve any query or concern you have about our use of your information (please refer to our complaints policy, which is available on request). If not, you can contact the Information Commissioner at [ico.org.uk/concerns/](https://ico.org.uk/concerns/) or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

