



## **Privacy policy – Sheffield Advocacy Hub**

Policy type	Information and data protection
Policy owner	Head of Resources and Organisational Development
First approved	May 2018
Last reviewed	June 2024
Next review	June 2027

Before we ask you for any information we will explain how we use your information.

### **What information we ask for**

We'll only ask for information that's relevant to your problem. Depending on what you want help with, this might include:

- your name and contact details - so we can keep in touch with you about your case
- personal information - for example about your health, family, work, or financial circumstances
- details about services you get that are causing you problems
- information like your gender, ethnicity or sexual orientation

If you don't want to give us certain information, you don't have to.

You have the right to object to us keeping this information. We will consider any such requests.

### **How we use your information**

The main reason we ask for your information is to help you.

We only access your information for other reasons if we really need to - for example:

- for training and quality purposes
- to investigate complaints
- to get feedback from you about our services
- to help us improve our services

All advocates and staff accessing data have had data protection training to make sure your information is handled sensitively and securely.

### **Understanding people's problems**

We use some information to create statistics about who we're helping and what problems are the most common. This information is always anonymised - you can't be identified.

We share these with funders, regulators, government departments and publicly on our blogs, reports, social media and press releases.

The statistics also inform our policy research, campaigns, or media work.

### **When we share your information with other organisations**

With your permission, we might share your information with other organisations to help solve your problem or to monitor the quality of our services.

Organisations we share your data with must store and use your data in line with data protection law.

### **Sharing information to solve your problem**

If we are acting on your behalf we might need to share some of your information with other organisations - we'll always tell you when we do this.

### **If we're concerned about yours or someone else's safety**

If something you've told us makes us think you or someone you know might be at serious risk of harm, we could tell the police or social services - for example if we think you might hurt yourself or someone else.

### **Storing your information - if you contact us online, by phone or face to face**

Whether you get advocacy face to face, over the phone, by email or webchat, our advocate will log all your information, correspondence, and notes about your problem into our secure case management system.

Some of your information might also be kept within our secure email and IT systems.

Emails between you and your advocate are stored within our secure email system.

Our case management system is hosted within the UK.

We keep your information for 6 years. If your case has been subject to a serious complaint, insurance claim or other dispute we keep the data for 16 years.

### **Contact us about your data**

You can contact us at any time and ask us:

- what information we've stored about you
- to change or update your details
- to delete your details from our records
- to change your records if you think they are wrong

### **If you want to make a complaint**

If you're not happy with how we've handled your data, you can make a complaint.