This notice tells you what personal data (information) we hold about you such as your name and address, how to contact you and the details of your named person, how we collect the information, and how we use it, and how we may share information about you during the time we are supporting you, and sometimes, after that support has ended. We have to tell you about this information because of new data protection laws, which means that we have to keep the information we hold about you safe. You can get help from your parent/carer or your key worker to read and understand this notice.

**Who collects the information?**

It will usually be your key worker’s job to collect information from you. Sometimes we get information from other Organisations such as your school or doctor or social worker about you that we will held alongside the information you have given us.

**Data protection principles**

There are certain rules we have to follow when we collect your information such as ensuring that the information we hold on you is correct and up to date and that we don’t hold information about you that we don’t need. This means that ABWA promises to respect and keep safe any personal information you share with us or that we get from your mother/carer or any other agencies/organisations.

**About the information we collect and hold**

There is a table at the back of these pages called appendix 1 – it shows the information we collect and store, and how and why we do this. Details on how we use it and with who we may need to share it with can be found in appendix 2 (after the table).

We make sure that if we need to share your information, that it is done safely and securely, and that we only share the amount of information that we really have to, to help support you. We will only share this with people/agencies that really need this information to help you.

We will usually only share personal information with another agency/organisation/person with your permission. This is done to make sure that we meet your best interests and support you the best we can.

Sometimes it is important for us to share your information without you telling us we are allowed to.

This will only happen if:

* We think that you, or someone else, may be harmed or seriously hurt then ABWA workers have to share that information with someone who can help. This is because of Child Protection and Adult Safeguarding (which means we have a duty to try to keep children and adults safe).
* Sometimes we may have to share your information because we have been ordered to do this by for example by police officers, courts, or lawyers.

We will let you know if there are any changes to the information we collect, or if the reason we collect, use and share it changes.

**Where information may be held**

Information will be held on our secure online data storage facility which is only accessed by us at ABWA, all data stored in this way is encrypted. Paper copies of your information may also be stored, this will be done securely and only accessed by staff and volunteers of ABWA.

**How long we keep your information**

ABWA will keep your data for 8 years after you last have contact with us (unless there is ongoing legal action then they may be kept for longer) and that is only used for the reasons we have told you about. Details of this can be found in our Data Protection policy which tells you how long we will normally hold your information for. (You or your parent/carer can ask your key worker for a copy of this or ask at our main office)

**Your rights to correct and access your information and to ask for it to be erased**

If the information we have about you changes you can let us know and we will change it.

You or your parent/carer can do this by getting in touch with ABWA either by e-mail, telephone or by letter. You can also get in touch if you would like to correct, or ask to see any information that we store about you. Remember, you can contact us at any point if you have any questions about this notice.

If you want you can also ask ABWA for any information we have stored about you, or have used, to be removed (this is known as the ‘right to be forgotten’).

If, to begin with, you told us it is OK to collect, store and use your information, but then you change your mind, you or your parent/carer can contact your key worker or ABWA office to let us know.

Please let us know if you or your parent/carer needs any more information about any of this.

**Keeping your personal information secure**

At ABWA we are very careful about where we keep your information. We make sure that your information is safe. We have put steps in place to make sure we can protect your information so that it can never be accidentally lost, used or looked at by people who shouldn’t be able to see it.

Only those who actually need to know about your personal information will be able to see and use it. Those handling your information will do it in the proper way and if they don’t they can get in trouble with the law.

ABWA has steps in place that we must follow if we think your information has been seen, used or shared with someone who shouldn’t be able to see it. If we think this might have happened we will let you and your parent/carer know as well as other organisations who need to know.

**How to complain**

We hope that ABWA can answer any questions you may have, or look into and fix any worries you may have about how your information is used. If you are unhappy about any of this and feel you need to make a complaint then please look at our complaints policy (your parent carer can ask for this).

If we cannot fix this for you then you or your parent/carer can contact the Information Commissioner at [ico.org.uk/concerns/](http://ico.org.uk/concerns/) or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

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| **Table about the information we collect and hold about you (appendix 1)** | | |
| **The information we collect** | **How we collect the information** | **Why we collect the information and how we use this** |
| **Your name, contact details (e.g.. address, home and mobile phone numbers, email address)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral and registration. | Legitimate interest: To fill out registration form details and to put your details onto our safe computer system and so we can find you on this (and know that we have got the right person).  Valid reason: to find you on our computer system and so that we can contact you if we need to |
| **Your date of birth and if you are a boy or girl** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral and registration. | Legitimate interest: To fill out registration form details, and so we can find you on our safe computer system. To provide information (without your name and address to the organisations that give us money to run our Children’s Service, and Argyll & Bute Women’s Aid).  Valid reason: to find you on our safe computer system and to help us provide the best support that you and your key worker think will help you.  To give basic information to people who give us money to run the service and to apply for more money for the future. |
| **Your parent/carer’s details (e.g. name, address, home and mobile numbers, email address, date of birth, details of the abuse and bad stuff that has happened, child contact arrangements** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral and registration, and during support. | Legitimate interest: To fill out registration form details, to find out whether you and your family are safe enough and how we can help keep you safe, and to help us provide the best support that you and your key worker think will help you. This will be kept on our safe computer system.  Valid reason: to provide a support package for your needs and wishes, to make sure you and your family are safe, and to help keep staff safe and aware. |
| **Details of the parent/carer you live with – their physical health, mental health, medication, alcohol and substance misuse, addictions, charges or convictions)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral and registration, and during support. | Explicit consent:  To fill out registration form details, to find out whether you and your family are safe enough and how we can help keep you safe, and to help us provide the best support that you and your key worker think will help you. This will be kept on our safe computer system.  Valid reason: to provide a support package for your needs and wishes, to make sure you and your family are safe, and to help keep staff safe and aware.  We will not hold information about your health without your consent or your mother’s or carer’s consent |
| **Details of any siblings (brothers and sisters)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral and registration. | Legitimate interest: To fill out registration form details, to find out whether you and your family are safe enough and how we can help keep you safe, and to help us provide the best support that you and your key worker think will help you. This will be kept on our safe computer system.  Valid reason: to provide support that will hopefully meet for your needs, to help make sure you and your family are safe, and to find out who are some of the important people in your life. |
| **Details of anyone that you may be at risk from or may have caused you harm (name, address, date of birth, description, relationship to you, bail conditions, details of the abuse, child contact arrangements, mental health issues, alcohol and substance misuse, addictions)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral, registration, risk assessment and during support. | Legitimate interest: To complete registration forms and risk assessment and to make sure that you, your family, and staff are safe. This will be kept on our safe computer system.  Valid reason: to provide a support package for your needs and wishes, to make sure you and your family are safe, and to help keep staff safe and aware. |
| **Emergency contact details (name, address, phone number, relationship to you)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at registration. | Vital interests: to keep details on our safe computer system just in case we are worried about you and cannot get a hold of your parent/carer.  Valid reason: to have someone to get in touch with in emergencies if we cannot reach your parent/carer. |
| **Your racial or ethnic origin, first language, sex and sexual orientation, religious or similar beliefs** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral and registration. | Explicit consent: To gather information at registration, to make sure we meet all your needs as best as possible and are aware of your own culture and beliefs. This will be stored on our safe computer system.  Valid reason: To make sure we can provide the best support available to meet your needs.  We will not hold information about your race or ethnic origin or sexual orientation without your consent or your mother’s or carer’s consent. |
| **History of offences or behaviour difficulties** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral, registration and risk assessment, and during support. | vital interest: To gather information for risk assessment, how to manage any risks, and to provide support that meets your needs, safely. This will be kept on our safe computer system.  Valid reason: to provide the best support available to meet your needs, to think about keeping others safe, and to help keep staff safe and aware. |
| **Education details (name, address and telephone number of school or nursery)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral, registration, and during support. | Legitimate interest: To gather information at registration to plan support package. Information recorded on registration form which is kept on our safe computer system.  Valid reason: To make sure that we try to provide the best support package to meet your needs and for arranging one-to-one sessions during school hours if required. |
| **Details of named person (name, phone number)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at registration and during support. | Legitimate interest: Information collected on registration form and kept on our safe computer system. If we have are worried about you or your situation we know who to share this with. (A named person is someone that is to look out for you and could be a guidance teacher, a head teacher or a health visitor).  Valid reason: To make we can provide the best support available to meet your needs, and to ensure we are contacting the right person if we are worried about you, your health, or what is going on around you. |
| **Child Protection details (if relevant)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral, registration, risk assessment and during support. | Vital interest: To fill out registration form details, risk assessments, and so we know who to contact if we have any big worries about you, your health, and what is going on around you. This will be kept on our safe computer system.  Valid reason: To make sure we can provide the best support available to meet your needs, and to help make sure that you are safe. |
| **Other agency involvement (for yourself or your parent/carer)** | From you, your parent/carer, other agencies (as detailed in Appendix 2) at referral, registration, risk assessment and during support. | Legitimate interest: To fill out registration form details and risk assessments, and to make sure we can provide the best support available to meet your needs. This will be kept on our safe computer system.  Valid reason: To make sure we can provide the best support available to you and so that we can join up with other agencies to do this if we need to, to make sure you and your family are supported. |
| **Your support network (names of people who support you)** | From you, your parent/carer at registration and risk assessment | Legitimate interest: To find out important people in your life who can help support you.  Valid reason: To help us in planning your support and so we know who the important people in your life are that you might mention is support sessions. |
| **Monitoring and Evaluation Consent Form** | From you or your parent/ carer at registration and during support. | Consent:  To find out if you would like to take part in routine evaluations, consultations, etc. Your permission or your parent’s (to say this is OK) will be asked at registration or during support and will be held on our case management system.  Valid reason: To assess whether you are happy with our service, to help shape our future service and practice, and to provide anonymised information to funders. |
| **Photograph/Video Recording Consent Form** | From you or your parent/ carer at registration and during support. | explicit consent  To find out if you and/or your parent/carer are OK with us taking photos/filming and what can be included in this, and how this is used. Permission will be held on our case management system.  Valid reason: Evidence of support work., to provide anonymised information to funders, other ABWA events (with consent) |
| **Your chronology (a list of significant / important events in your life)** | From you or your parent/carer at registration | Legitimate interest: To help us get to know you a bit more and find out about important things in your life. This is to help us provide the best support possible to you. This will be held on our safe computer system.  Valid reason: To help your key worker find out a little bit more about you and how we can support you. |
| **Your support plan/review (information about you relating to the Wellbeing Indicators – Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included) and a list of actions for your support plan** | From you or your parent/carer during support | Legitimate interest: Support plans and reviews help us plan support and find out what your needs might be. This will be held on our safe computer system.  Valid reason: To make sure we know what you want help with and we do our best to help with this. |
| **Support work resources (work books, work sheets, posters, drawings, customised resource tools)** | From you and your key worker during support | Legitimate interest: A record of everything you have done during support sessions will be kept on our safe computer system.  Valid reason: To make sure we know what you have done and see if there are any changes in how you feel or what is going on around you. |
| **CCTV Images** | CCTV system in refuge | Legitimate interests  For the prevention and detection of crime against service users, staff and the property.  To ensure the safety of all residents and staff. |

**Who we may share your information with (appendix 2)**

In providing our services ABWAwill normally only share personal information with another agency/organisation with your permission. Agencies that we may need to share information with (to ensure we meet your best interests and support you the best we can) are:

* Other Women’s Aid groups
* Health (Health Visitor, GP, School Nurse, Psychologist, Psychiatrist, BEST Healthy Eating, Mental Health Services, CPN)
* Education (School, Nursery, College, 16+ Key Worker, Adult Education)
* Argyll & Bute Council and other local authorities (Housing, Social Work Children and Families, Social Work Adult Services, Social Work Criminal Justice, Child Protection, Adult Protection, Education Services, Transport Services)
* Police
* Public Protection Unit / Domestic Abuse Unit
* Scottish Children’s Reporter Administration (SCRA)
* The Job Centre
* Department for Work & Pensions
* Argyll & Bute Rape Crisis
* CAB
* Homestart
* Addiction Services
* CAMHS (including CAMHS Primary Mental Health Workers)
* Young Carers
* Foodbank
* Scottish Welfare Fund
* Lawyers / Solicitors
* Shelter

There may be other agencies that can help you too so this list is not all that we may have contact with in order to support you.