

# Privacy Notice

**South West Family Values holds information about you and your family to help us work with you. Some of this is given to us by organisations who have suggested you get help from us. In this case we have a legitimate reason to hold that information to help keep you/your child safe.**

SWFV may need to ask permission from you before we collect, keep and use certain information about you. If you (the service user) are under 13 we may need your parents/guardians signed permission. These notes will help you make the decision about whether or not you give us consent. You can withdraw consent at any time.

You will always have the right to see what information we hold about you and to make sure it's correct. If you are ever not sure about why we keep information please ask your support worker, any member of the team or get in touch at [info@southwestfamilyvalues.org.uk](mailto:info@southwestfamilyvalues.org.uk) or 01803 611760.

If you have any questions about this notice, please ask any team member and we'll be happy to help.

## Why does SWFV need to keep information about you and your family? So that we can:

- Carry out risk assessments and make plans to manage any risk
- Assist you/your child in an emergency
- Review if you are getting a useful service from SWFV
- Offer you other SWFV services if we think it will help you
- To ensure that all our services are open to all and are fair and equal
- Use anonymous information to:
  - o Show the people who we work for and who fund our work what we do
  - o Provide numbers and facts to support us to do more work with young people.
  - o Support campaigns to provide better services to families and young people.

## What sort of information might SWFV keep about you?

- Names and contact details of you and your family/carers/guardians.
- Your support plans which we use to help you progress and achieve your goals.
- Notes taken in your meetings/sessions/counselling – this may include your concerns/anxiety /areas you want more support with/and the positive things you are involved in.
- Details of your/your child's health and wellbeing/additional support needs or disability.
- We can upload information you would like us to keep for you on the the IAPTus database.
- Personal sensitive information for monitoring purposes.
- Letters, emails and text messages that you send us or we send you.
- Letters, emails that we receive from other organisations working with you/your child.
- Legal information that we may use to support you/your child.
- Information about you to help us work better with you and other organisations

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## How do we keep this information about you safe?

We minimise the amount of paperwork with your personal information on and it is kept securely locked. Electronic files are kept in safe storage systems and can only be accessed by your SWFV workers who have authorisation.

Your files are stored for a period of three years, after which they are destroyed.

If you think your safety is at risk by others knowing your address/contact details you must tell your worker. If there are people/agencies you would prefer us not to share information with please tell your worker.

It is important that the information we keep is accurate, and we only record what is needed and that it is only used in ways that you agree to (unless we have a legal duty to share it). You can request to see your information we keep. Please speak to a team member so this can be arranged.

We will only share this information with people if we need to in assisting any claims, areas of support you need, and it will support your safety. We will do this with your permission.

If you/your child are at risk we have a legal duty to share information with other agencies such as the Local Authority Safeguarding Team and/or the Police, when it's possible we will always tell you what we are going to do. Examples might be;

1. We have serious concerns about your/your child's safety.
2. We have information that makes us think think you/your child are at risk of harm.
3. You/your child need urgent medical treatment.
4. You/your child may be involved/associated with a serious crime.

*SWFV will ensure that information is managed in line with our Data Protection Policy, the Data Protection Act 2017 and the General Data Protection Regulations 2018.*