

BSARCS Privacy Notice – Adults

BSARCS holds our client's safety, confidentiality and empowerment in the highest regard and we want to be open and clear about the information that we collect, store and how it is used.

We will, at the start of your support, seek your consent to record and store your personal information. As a general rule, we will seek your explicit consent before providing any of your information to other agencies. However, we will also explain to you the limits of confidentiality in relation to what you tell us, for example in safeguarding you or someone else, or where a law enforcement agency or Court requests information about your situation.

In order to provide support to you we need to store information about you and record the work that we do with and for you. Most of the information that we collect will be provided to us by yourself but sometimes we also record information about your situation which is provided by a third party, for example another organisation. If the information we hold is incorrect, you have the right to ask us to amend it.

Our funders require information to create a picture of the work that we do and the people that we work with, we provide this information as monitoring data and in a way which does not identify you. We may also use anonymous data to evidence the need for our services when seeking funding for the continuation or development of BSARCS. We also use anonymised feedback about our service in the same way.

As your personal information may be required in the future in the event of proceedings being brought, reviewed or challenged, BSARCS has made the decision that records will be retained indefinitely. However, you have the right to withdraw your consent for us to hold certain demographic information about you whilst you are receiving our service and the right to request that your personal information is deleted following the end of your support (called the right of erasure); we will respond to any such request within 1 month.

You also have the right to access your records; you can request a copy of your records by making a 'subject access request' to any employee of BSARCS.

All queries, requests and complaints relating to your personal data will be dealt with by BSARCS Data Protection Officer, Kirstin Evans, who can be contacted by telephone on 01226 320140 or by email to info@bsarcs.org. You are also able to view our full GDPR and Data Protection Policy and Privacy Information upon request.

