

# HOW AND WHY WE USE YOUR INFO

## A BRIEF EXPLANATION

The UK General Data Protection Regulation (UK GDPR) came into force 2021. This new regulation has been introduced to strengthen data protection for individuals like you.

This leaflet is about what happens to the information that CANW collects about you. It also tells you how we make sure it is kept safe.



**CANW**

Child Action Northwest

# WHAT INFO DO WE COLLECT AND WHY?

**We usually start by asking simple things, like checking:**

- we have got your correct name and address, your birthday and the year you were born, and who we can contact if we need to
- you know why you were referred to us
- if you have any special requirements (such as dietary needs, allergies, etc) that we will need to be aware of

**CANW's main purpose is to help you to deal with things that are affecting your (and, maybe, also your family's) life.**

Usually, someone has already provided us with some info that helps us to understand a bit about you but, to really be able to help you, we like to find out what makes you tick. To do that, we will arrange to meet you to talk things over. Sometimes, if we know that someone else has helped you in the past, we may ask them to share info about you.

One thing we promise, though, is that we will only ask you about things that will help us to help you.

**We will probably also record things like:**

- details of meetings that we have with you
- details of any support and care that we have arranged for you
- any courses, activities, etc, that you have signed up for

That way, we can look back at what we have done for you and to make sure that we are helping you in the best way.

# WHAT DO WE DO WITH THE INFO?

**We keep the info that we collect electronically and on paper. All of this info together is called your Case Record.**

People who are involved in helping you may see what has been collected; this means that we can all make the right decisions about what is best for you.

# KEEPING YOUR RECORDS SAFE

**Everyone working at CANW understands that they need to keep your info safe. This is called keeping your info confidential or protecting your privacy.**

They have regular training to remind them of this. We tell them that they are only allowed to look at your info if they are involved in helping you.

They understand that they must keep your info safe – especially info that identifies you (for example, your name, address, phone number, etc). We are not allowed to give any of this information to anyone who shouldn't see it. This includes talking to them about it.

Computer records are always password-protected. Paper records are stored in lockable cabinets in safe locations.

# WHO WE SHARE IT WITH

**The info that we hold about you will not be shared with anyone other than people who need to know it so that they can properly help you.**

In some cases, it is to keep people - like your social worker or support worker - up to date with what we are doing for you.

**In other cases, it may be, for example:**

- to get special/extra help for you
- to provide you with helpful activities
- to enable you to learn new skills
- to enable you to meet others who are experiencing the same problems as you, to talk to them about what they have learned.

We will always ask permission, though, before we share info in this way.

If you tell us something that makes us worried about your safety - or the safety of someone you know - we might have to share this info with other people, even if you don't want us to. This is part of our responsibility to keep you safe.

## **Lawful Basis** (a bit of legal stuff)

In nearly every instance, CANW's lawful basis for recording your info will be that of 'legitimate interest'. If you need to know the exact details, contact the Data Protection Officer (see back page)

## **Confidentiality** (another bit of legal stuff)

You have the right to confidentiality under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 1998. The Human Rights Act 1998, the Common Law Duty of Confidentiality, the Disability Discrimination Act and the Race Relations Act may also apply.

# CONFIDENTIALITY

**Confidentiality means that anything you tell your social worker or practitioner (support worker) will stay between the two of you.**

Sometimes, though, your practitioner must share info with their supervisor and, maybe, other people.

**The main reasons we have to do this are if you tell us about:**

- A person who is - or is at risk of - being abused (this person may be you)
- Any planned harm to you or others
- Any offences under the Terrorism or Data Protection Acts
- Someone (including you) is considering suicide or seriously hurting themselves.

## AM I ABLE TO SEE THE INFO ABOUT ME?

Yes, you are! The best way of arranging this is to ask your social worker or practitioner/support worker to help. Alternatively, you - maybe with the help of your family or a friend - can write to CANW's Data Protection Officer (see below).

**But...you will only be able to see info that we have collected; you do not have the right to see info that was collected by other organisations.**

# CAN I HAVE A COPY OF MY RECORDS?

Again, yes! And, again, the best way of arranging this is for you to ask your social worker or practitioner/support worker to help. If you are asking your family, or a friend to help, the person making the request will normally be asked for some evidence that they are who they say they are, to make sure that we are not sharing your info with anyone who shouldn't see it.

But...again, you will only be able to see info that we have collected; you do not have the right to see info that was collected by other organisations.

## **If you think some of your info is wrong or you are unhappy about how we have used your info.**

Either let your social worker or practitioner/support worker know or contact CANW's Data Protection Officer, telling them what you think is wrong or why you are unhappy about how we have used it. They will help you to sort things out. If you are not happy with their reply, you can contact:

**The Information Commissioner's Office:**  
**[www.ico.org.uk](http://www.ico.org.uk)**

## **FOR MORE INFORMATION**

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**[www.canw.org.uk](http://www.canw.org.uk)**

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