
PRIVACY NOTICE – DOMESTIC ABUSE SERVICES

BACKGROUND:

Local Solutions understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our clients and their families will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About The organisation

Local Solutions.

Charity registered in England under company number 1792921

Registered address: Mount Vernon Green, Hall Lane, Liverpool, L7 8TF

Data Protection Officer: Ursula Harrison.

Email address: DPO@localsolutions.org.uk.

Telephone number:0151 709 4962

Postal Address: Mount Vernon Green, Hall Lane, Liverpool, L7 8TF

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part

11 to find out more.

- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with our Data Protection Officer or the Information Commissioner's Office.

5. **What Personal Data Do You Collect?**

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- [Name;]
- [Date of birth;]
- [Gender;]
- [Address;]
- [Email address;]
- [Telephone number;]
- [Business name;]
- [Job title;]
- [Profession;]
- [Children's details;]
- [Criminal history both yours and others in connection with safeguarding]
- [Family members contact name and details]
- Partners, Ex - Partner details
- Equality and Diversity information including gender, sexuality, disability, age, ethnicity,
- Information regarding health and wellbeing
- Other named professionals/services who support/ supported you
- National Insurance number

Your personal data is obtained from the following third parties:

- Merseyside Police- Other Police Services UK.
- Social Services
- Multi Agency Risk Assessment Conference (MARAC) Partners
- Housing
- Hospitals and health professionals
- Benefit Agency
- Probation
- Other Domestic Abuse/ Support Services

6. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, necessary to comply with a legal obligation, to protect your vital interests because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for may be used for one of the following purposes:

1. Providing support to you with the aim of reducing the risk of harm to you and your family.
2. Communicating with you. This may include responding to emails or calls from you.
3. Sharing Information with partner services to achieve point 1.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for 25 years. Your data will be securely destroyed within three months after this period

8. How and Where Do You Store or Transfer My Personal Data?

We will only store your personal data in the UK. This means that it will be fully protected under the GDPR.

9. Do You Share My Personal Data?

Information will be shared with partner agencies legally under Amendment 85 where the law intends any justifiable step to protect individuals at risk to be considered as being in the substantial public interest;

- (i) protecting an individual from neglect or physical, or emotional harm; or
- (ii) protecting the physical, mental or emotional well-being of an individual. Where that individual is:
 - a child or an adult at risk
 - under 18 or,

- having needs for care and support,
- experiencing or at risk of neglect or any type of harm
- unable to protect themselves.

Information relating to criminal history, arrests, conviction's will be shared when applying Article 10 rules;

- Providing for appropriate safeguards for the rights and freedoms of data subjects.

We will not share any of your personal data with any third parties for other purposes, subject to one important exception.

In some circumstances, we may be legally required to share certain personal data, which might include yours, if we are in legal proceedings or complying with legal obligations in this , a court order, or the instructions of a government authority.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

10. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

Due to the nature of the service, if one of the exemptions under the Data Protection Act applies. There may be occasions that we will be unable to provide you with information we hold. Further details will be provided in writing to you from the manager of the service.

We will respond to your subject access request within 14 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details attention of:

Kerry Dowling, IDVA/Bullybusters/WKS Operational Manager

Email address: kdowling@localsolutions.org.uk

Telephone number: 0151 482 2462

Postal Address: Local Solutions, Mount Vernon Green, Hall Lane, Liverpool L7 8TF

12. **Identity and contact details of controller and data protection officer**

Local Solutions is the controller and processor of data for the purposes of the DPA and GDPR and has notified its activities to the Information Commissioner's Office.

If you have any concerns as to how your data is processed you can contact: Ursula Harrison, Data Protection Officer, at DPO@localsolutions.org.uk or you can write to this individual at Local Solutions, Mount Vernon Green, Hall Lane, Liverpool, L7 8TF.

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website.