**PRIVACY NOTICE**

This privacy notice is intended to inform you about how we hold your personal data and how we will use that personal data.

**The type of personal data we collect?**

Achieving Aspirations has a range of different services all of which collect some similar data. Data which we commonly collect includes the following, but is not necessarily comprehensive, as the nature of our services and unique circumstances may require other data to be collected and stored;

* The full names, addresses and dates of birth
* Spouses full names, addresses and dates of birth
* Email addresses
* Children’s names and dates of birth
* Criminal records
* Pensions/bank account information
* CAFCASS/Expert Witness reports
* Third party details who are connected/associated.
* Financial Orders
* Medical Records
* Care plans and risk assessments and progression notes.
* Photographs and video recordings.
* Minutes from professionals meetings.
* Safeguarding records/reports.
* Copies of passports, driving licence, bank statements/information on source of funds

We also store and process data defined by the General Data Protection Regulations (GDPR) as ‘special categories of personal data’ which are defined by Article 9 of GDPR. This is personal sensitive data such as gender, race, ethnicity and disability.

**How do we collect personal data?**

We collect personal data in a variety of ways. This may include data collected during our work, or proposed work. We collect it directly from service users either verbally or through observations or indirectly from family, friends and professionals working with the individual. We may also collect data from other third parties such as references or other services that you have accessed.

**Using your personal data.**

The information collected is necessary for entering into or performing our service to and with you, which is covered by Article 6(1)(b) of the General Data Protection

Regulations, ie without receiving your data we simply could not draft the necessary documentation or provide you with an appropriate service. We are also regulated by Ofsted and CQC who require us to identify our service users and comply with all other legal obligations.

We will also have to retain and process your data for our own legitimate interests such as;

* For good governance, accounting and managing and auditing our business operations
* To properly archive documents which we are required to retain under other legislation.
* To send you communications.

We will only use your personal data:

* To support our service delivery to our service users.
* To support and monitor progress.
* To provide pastoral care and support
* To assess the quality of our services
* To evaluate and improve our polices.

**Sharing of your personal data**

We do not sell your data to third parties or share it unnecessarily. Your data is only shared with those that have a 'need to know'.

We owe you a duty of confidentiality which we take very seriously, however, sometimes it will become necessary to share your personal data with others, for example:

* IT support providers. We currently outsource our IT support and occasionally require their assistance in transferring data across our IT networks and in maintaining that data, as a result of which they may come into contact with your personal data.
* Social Workers, GP’s, Healthcare professionals.
* Police or other Government bodies.
* Our insurers and their lawyers in the case.
* CQC or Ofsted.
* Legal matters and courts.

*When we share data with third parties we will always require third parties to comply with the GDPR regulations and respect the confidentiality of the information.*

When sharing data electronically we always use secure emailing, but cannot accept responsibility for data sent to us in an insecure manner if privacy is compromised.

**Storage of personal data.**

We collect and hold data in both paper and electronic form. All data is held securely.

Data will be kept as per our data retention schedule, and legal requirements, a copy of which is available on request.

Achieving Aspirations will update and change the period for which we hold your data as and when the law changes relating to limitation periods.

**Requesting Access to your personal data**

Under data protection legislation individuals, parents, children and carer have the right to request access to information that is held. To make subject access data request please contact Anna Boulton on annaboulton@achievingaspirations.uk

You also have the right to:

* object to processing of personal data that is likely to cause or is causing damage or distress.
* prevent processing for the purpose of direct marketing
* object to decisions being taken by automated means
* in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
* a right to seek redress, either through the ICO or through the courts.

**Complaints**

Should you have any complaints with regards to the data which we have gathered, stored and processed about you, or the way in which any of your rights have been managed then you should raise your concern in the first instance directly with us.

However, you have the right to complain to the Information Commissioners Office at https://ico.org.uk/concerns/

**Contact:**

If you would like to discuss anything in this privacy notice, please contact:

Anna Boulton at annaboulton@achievingaspirations.uk