

## Services Privacy Notice

This Privacy Notice is for users of all Ormiston Families' services.

### About Us:

Ormiston Families is a registered charity (Charity number 1015716) referred to variously in this document as 'Ormiston Families', 'Us' and 'We'.

For the purposes of the data processing described in this statement, Ormiston Families act as the Data Controller unless otherwise stated.

Throughout this Privacy Notice we refer to 'you'. If you engage with us on behalf of your family, we are referring to both you and your family.

### Commitment :

If you and/or your family use an Ormiston Families service, you can be assured that we are committed to making sure that any information we hold about you will be collected, stored and used in accordance with The Data Protection Act 2018 and General Data Protection Regulation 2016/679 (GDPR).

This means that we adhere to the data protection principles of only holding information about you that is relevant to our work with you, that we make sure the information that we hold is accurate, up to date, secure, and only kept for as long as we need it in order to discharge our responsibilities to you safely and effectively, and for the purposes of compliance .

Should you have any questions relating to this notice or our processing of personal data, please email [privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk) or contact us at the address below.

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## When do we collect your information?

We may collect information about you at a number of stages in your use of our services.

### Referral :

You may be referred to our service by a healthcare professional, social worker or other organisation that is providing services to you. Where they refer to us they will usually ask for your consent to do so. As part of the referral they may share with us your contact information and the reason for their referral.

If you choose not to participate the referral information will be removed, otherwise it will be added to the information we collect about you as part of providing the service to you.

### Initial Assessment:

When you access an Ormiston Families' service, we will use any referral information to undertake an initial assessment in order to provide a service and/or contact you. This information may be collected directly from you through a face-to-face meeting or over the telephone, by letter or secure email / fax.

This will include your name, where you live, information about why you are using an Ormiston Families service and the work that we are doing with you.

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Data collected from you will be retained while you use our service and may be held for a number of years after you cease using the service for compliance purposes.

### During your engagement with us:

Throughout your engagement with us, we will record information about the service provided to you, including case reporting, plans and reviews.

We collect this information so that we can keep in touch with you during the course of the work we are doing with you, to work out how best we can help you, to record the work that we have done and to assess how that work has gone. This will help us to fully understand your needs, recommend actions and improve the services that we deliver to you.

Data collected during service delivery will be maintained in your case file for a number of years after you cease using the service for compliance purposes.

### When you contact us:

If you contact us, a member of our team will collect information about your enquiry and the details of your call. If necessary and with your consent, they may then refer you to another service team to resolve your request.

### If you make a complaint:

If you make a complaint about the services you have received or one of our service team, the details of the complaint will be recorded and processed to investigate and resolve the issue. Information will only be provided to members of the team with a need to know.

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## What personal information do you record?

The type of information (including personal information) that we collect and use and what we do with it will depend upon your relationship with us.

We collect only the personal data that we require to provide you with services, fulfil contracts or keep in touch.

The data we collect enables us to deliver services that are that are most appropriate to your needs. Should you choose not to divulge this information to us, it may affect our ability to provide the service to you.

The data that we need to collect will vary, but may include:

- Your name
- Your contact details, including email, telephone number and postal address
- Your date of birth
- The details of your family
- Reason(s) for referral
- Photographs (of group sessions and events)
- Healthcare information
- GP name
- NHS number
- Employment information and occupation
- Social Care history

- Ethnicity information
- Disability information
- Your religion
- Sexual orientation
- Details needed to improve your experience, such as accessibility needs
- Any known risk factors that may affect yourself or others

## Special categories of data:

Due to the nature of the services we provide, some of the data we collect is sensitive.

Information relating to Health, Ethnicity, Religion and Sexual Orientation are considered to be Special Categories of Data and we are required to take extra care when handling this information.

We may need to process this data under the following conditions:

- With your explicit consent.
- Where it is necessary in substantial public interest in:
  - Preventing and detecting unlawful acts,
  - Ensuring equality of opportunity and treatment,
  - Provision of confidential counselling or support services,
  - Safeguarding of children and individuals at risk.

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## Who will have access to information about me?

Your information will only be accessed by people who need to do so as part of their role. This could include:

- Staff working at the service that you use,
- Staff supporting the delivery of our services,
- If there is a need to do so, senior managers at Ormiston Families,
- Staff working for our partner organisations where we operate the service as part of a partnership,
  - Our commissioners, on whose behalf we may be running the service you use. Commissioners will check files to make sure that we are providing you with the service that we should be,
  - Regulators (such as OFSTED or CQC) who may review our work in order to ensure that we are doing a good job and keeping clear and accurate records.

We will always respect your privacy, and will seek your permission before sharing your record with any other services that you are working with.

In the following limited circumstances, we may also be obliged to share your information:

- If we believe you or somebody else could be at risk if we do not do so.
- If we are legally obliged to share your information, such as in response to a court order.

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## How do we use your information?

Ormiston Families will only use your information in a fair and transparent manner and where we have a legal basis for doing so.

### To keep in contact:

In order to provide the services that you have registered for, we will need to communicate with you to arrange meetings and visits and discuss aspects of your requirements.

This communication may be via mail, email, telephone or SMS.

Legal Basis: performance of contract

### To send you newsletters and information you have requested:

Where we provide an information service we will send you the requested information.

Legal Basis: performance of contract

### To tell you about events and other services that may be of interest to you:

If we feel that you may be interested in services for which you are not currently registered, we would like to send you this information.

Legal basis: legitimate interests

If we do so by email, we will ask for your consent .

Legal Basis : consent

### To provide the services you have agreed to:

We will process your personal information in order to provide the services for which you have registered, this may include; providing support, information, social care or specific therapies.

We will use the information to work out how best we can help you, to provide the best possible service to you, and to record the work that we have done and to assess how that work has gone.

Legal Basis: public task / legal obligation / legitimate interests / performance of contract

### To refer you for services provided by other service providers:

If, in the course of our work together, we think that there may be other services that would be of benefit to you we may suggest a referral to those service providers.

We will discuss this with you and seek your consent before sharing your information with anyone else.

Legal Basis: consent

### To publicise the work that we do:

Ormiston Families would like to make people aware of the work that we do in the community, this enables us to provide services to more people. We may use anonymised case studies to tell people about our work.

Legal Basis: legitimate interests

### To provide anonymous reports to our funders and commissioners:

Many of our services are funded by other organisations, such as the local authority, the NHS or Trusts and Foundations. We may use anonymised data and statistics to report to them on the performance of our services.

Legal Basis: legitimate interests

## Rights

You have the following rights with respect to the data that we hold about you.

### Right to access :

If you would like to see the information that Ormiston Families holds about you, please email [privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk) or write to us at the address below.

We will then be able to arrange either for you to either look through your file with a member of staff, or for you to be sent a copy of the information.

### Can I see all of the information that you hold about me?

In some circumstances, we may not be able to share the entire contents of your file with you. This could be if, for example, a doctor, has written to us in confidence. We would not be able to share such information with you unless the person who provided us with the information agreed to do so. We also may not be able to share information with you if we believe that it could seriously harm you to see it. In order to protect the privacy of others, we may not be able to share information about other people that appears in your file.

### Right to rectification – the information you hold about me is incorrect / I would like you to delete the information you hold about me.

We would like to ensure that all the information we hold is accurate and up-to-date.

If you believe that the information we hold about you is incorrect please first speak to a member of the service team who support you, they may be able to correct any inaccurate data.

To make a formal request to correct or make any changes to the information, or for us to delete the information we hold about you, please email the [privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk) or write to us at the below address.

Each request will be dealt with on a case by case basis.

### Once I've finished using an Ormiston Families service, what happens to my files?

Once you've finished using an Ormiston Families service, your file will be closed. We will then archive your file and keep it in accordance with our data retention policy and legal and compliance requirements. We will not keep your file for longer than it is needed. Once your file is no longer required, it will be securely disposed of. You can request access to the file at any point prior to its destruction.

In some circumstances, where Ormiston Families are providing a service on behalf of another organisation, control over the retention and destruction of those files will fall to that organisation and be dependent upon their own policies and procedures.

### I am not happy with how my information is stored, or with what is in my file.

If you are unhappy with any aspect of how your file is held, who sees it, or the contents of it, please contact the

[privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk) or follow the Ormiston Families' complaints procedure. For further information in relation to this, [click here](#), or speak to the manager of the service you have been using. You can also complain to the Information Commissioner at: Information Commissioner, Wycliffe House, Water Lane, Wilmslow, SK9 5AF, or on 0303 123 1113.

### Right to object to the sharing of your NHS number.

You have the right to object to the NHS sharing your NHS number. This will not stop you from receiving care but may make it harder for Ormiston Families, local authorities and the NHS to work together.

If you are worried about Ormiston Families having your NHS number, talk to us about your concerns, and we can discuss the options you might have to manage your information effectively.

### Changes:

Ormiston Families reserves the right to make changes to our privacy policy from time to time. Where we do so, we will publish the new policy on our website [www.ormiston.org](http://www.ormiston.org) and where appropriate notify you by email.

### Contact:

Should you wish to contact us, our registered address is: Ormiston Families Central office, 333 Felixstowe Road, Ipswich, IP3 9BU. You can contact our Privacy Officer at [privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk)