

Families Outside - Privacy Notice for Support Service Users

As an individual, you are protected under the General Data Protection Regulation (GDPR).

When you engage with one of Families Outside's services for support with having a family member in prison, we will collect data and information from the case file that we create for you.

What information is being collected?

Personal data that we collect will include your name, contact details, gender and age. Statistical data on you will also be collected but will not be personal to you in its use.

Who is collecting it?

Families Outside staff who work directly with you or your family will be responsible for collecting any data or information that is relevant to providing you with the best support possible.

How is it collected?

Case records are kept of substantial discussions with you or your family, or professionals working with you. This data or information is held in accordance with the GDPR. Hard copies of information will be destroyed following the uploading of the data and information to our secure online database. This database may only be accessed with a password known to named individuals.

How will it be used?

Personal information which you supply when you contact Families Outside's Support & Information Helpline or work directly with one of our Regional Support Coordinators may be stored securely and used in a number of ways, for example:

- Statistical data and reporting purposes to funders and key stakeholders.
- Cross-referral between our staff to ensure the best service can be provided for you.
- Signposting to a third party with your consent to ensure the best service can be provided to you.

Why is it being collected?

The data and information we obtain from you is collected for the following reasons:

- to ensure that you receive appropriate information and support at the time you need it.
- to facilitate the provision of anonymised statistical feedback to policy makers and decision makers, helping us in our efforts to improve outcomes for families.

Who will it be shared with?

Your personal data will be shared with nobody without your express consent. In cases where you give permission to share your data with a third party, this is likely to be a service provider who may be in a position to improve the outcomes for you and your family.

Our responsibilities

We have responsibilities towards you as an individual which Families Outside must adhere to by law:

- your data will be processed lawfully, fairly and in a transparent manner;
- your data will be collected for specified, explicit, and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest or statistical purposes shall not be considered to be incompatible with the initial purposes;
- your data will be limited to what is adequate and relevant, and to what is necessary in relation to the support Families Outside provides to you i.e. the purposes for which it is processed;
- your data will accurate and, where is found to be inaccurate, erased or rectified without delay;
- your data will be identifiable to you for no longer than is necessary in relation to the support Families Outside provides to you i.e. for the purposes for which it is processed;
- your data will be processed in a manner that ensures its security and protection, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage.

Your rights

The General Data Protection Regulation outlines the following rights for you as an individual, which Families Outside will fully adhere to:

- the right to be informed of what data Families Outside holds on you and the reasons for doing so;
- the right to access data that Families Outside holds on you at any time;
- the right to have data amended or changed that Families Outside holds on you which you believe to be incorrect;
- the right to have your data removed or not recorded at all if you so wish;
- the right to restrict the ways in which Families Outside processes your data;
- the right to object to Families Outside holding data about you; and
- the right to limit or restrict data portability which only applies: to personal data you have provided to Families Outside; where the processing is based on your consent or for the performance of the service we provide; and when processing is carried out by automated means.

An additional right that you have that we are required to inform you about, but is less likely to be of relevance:

- the right not to be subject to automated decision-making, including profiling.

Confidentiality

Observing the principle of confidentiality means keeping information, given by or about an individual in the course of a professional relationship, secure from others. With your consent, information will be shared with other agencies, and these organisations will be asked to share information they know about you and your family. Information about you will be shared where it is relevant to help ensure that the activities and services that you will be offered are safe, effective and will help you and your family.

Confidentiality may be breached in exceptional circumstances where there is a perceived risk of harm to self or others.