

Privacy Statement - Adults

About The Link Charitable Trust

The Link Charitable Trust is a charity set up to support the community children, young people, their carers and parents and also adults of Redcar & Cleveland in achieving good mental health and emotional well-being through social connection, learning, advocacy, advice, training, activities on an open access basis which is not bound by exclusive criteria.

As a service we empower children, young people and adults, to make a difference to their lives. We are passionate about our work and we will always provide services which are accessible and welcoming, non-judgemental, confidential and safe. We want you to know that you can trust us with your information.

The LINK CT Team staff agree that:

We will be consistent, reliable and punctual for our meetings with you, please allow us +/-10 minutes for traffic within this.

We will treat you with consideration and respect and we ask that you treat us in the same way.

We would ask you to agree that:

- We both protect the time agreed for the work to take place, will keep within the agreed time, and will contact by phone or text if we have to cancel for any reason. I understand that if we do not attend two sessions without letting The Link CT know beforehand, there is a possibility that this may be interpreted as no longer wanting to be involved in the work and that the service could be withdrawn (following discussions with you).
- We both prepare for each meeting, bringing anything previously agreed, remove distractions e.g. turn off tv/radio/mobile phones etc.
- We both make a prior arrangement e.g. by phone/text if anyone else is to be present for the meeting.
- We both contact each other by phone/text prior to a meeting if we have come into contact with a virus.

Why do we need to collect and hold your information?

The personal data or information we hold is to enable us to provide the best support that we can.

We know that to make a difference, it's best when we work in partnership with our clients, local authority and health professionals, funders and commissioners and carefully selected partner agencies.

You are able to ask to see what information we have recorded about you at any time by contacting The Link CT's Service Manager (see below)

We are the data controller for the purposes of the General Data Protection Regulation (GDPR)

What is the legal basis for keeping your information?

To hold your personal data we need to have a Legal Basis. Your 'consent' is the legal basis that we will rely on, in the first instance. Consent is essential to enable us to support children and young people.

There could be times when your consent is not needed to process data and information, we will only do this when there is a 'vital interest' to do so or there is a 'lawful obligation'.

A 'vital Interest' is where it is necessary if we need to process your data to protect somebody's life, e.g. in a medical emergency. A 'lawful obligation' means that if we as an organisation have a legal obligation to share your information, e.g. if we are instructed to by a court order. This is unlikely, but it is important that you know.

A useful definition

'Personal data' is defined in Article 4(1) of the GDPR:

'Personal data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

We will never give information to anyone outside of The Link CT without your consent, unless it is to keep you or somebody else safe from harm, or if it is a legal requirement.

What information does The Link CT collect and why?

We collect information so we can support you.

We collect information about you, to help us provide support, as follows:

- Your contact information - name, date of birth, address
- The college or university you go to. If you are in training or in employment or unemployed.
- Emergency contact information
- Your Doctors address and contact details (phone, mobile, email and social media addresses)
- Relevant medical information including details of any allergies and/or medical conditions
- Your gender, age, ethnicity information is for us to check that we are providing opportunities for all in our community.

We collect information to help us to support and achieve the best outcomes for you.

Getting to know you and finding out how we can help is essential. We will listen to you to find out more about how we can help, what could change for you. We call these '**outcomes**'.

We will:

- Record our assessments and notes of our meetings and activities on our secure case management system.
- Use and record the information from outcomes tools to help guide our support for you.

These can include measure of how you are feeling in regard to your emotional wellbeing; Personal outcomes and targets that you want to achieve. We will only use these outcomes tools with the agreement of you.

We collect information for our funders so we can show them how their funding helps you with your mental health and emotional wellbeing.

We often complete monitoring reports for our funders and commissioners, so they know that our work makes a difference. We share this information because it is part of our contract or agreement with our funders and commissioners.

These reports can include:

- Information about the numbers of children, young people and families supported, including how many times they have been supported
- The outcomes achieved
- Case studies, which are always anonymised to protect identities.

We collect information to raise awareness of the issues that people face.

The Link CT recognises that it has an important role in raising awareness of the challenges that people suffering with emotional wellbeing and mental health are facing .

We will:

- work to make other agencies aware of the need to identify and support people
- raise awareness of and reduce the stigma of mental health
- We will do this by:
- using case studies, sometimes including pictures and images and sharing these through ur website, social media pages and publications.

We will only use photographs and pictures where we have your consent to do so we will never use them if you do not want us to

We collect information which, if it is in your best interests and you agree, we will share with partners.

Our services can be accessed for adults by professionals **making a referral** on their behalf and also through self-referral. Referrals will only be accepted when consent has been given.

We will:

- work in partnership with schools, local authorities, health and other selected agencies to achieve positive outcomes.
- Do this with your consent and if it is in your best interests

Sometimes, if this is withheld we may not, because of contractual terms be able to continue to support those children, young people and families who have not granted their consent to share information.

Some questions you may have

How will you collect my information? How long will we keep your information?

Your personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

We will retain your personal DATA as follows:

- Personal DATA will be retained for a minimum period stipulated by the funder or inspection/regulatory body at the end of the project. This will be logged and the DATA will be deleted as soon as the archive date is reached.#
- We may also retain your personal DATA where such retention is necessary for the compliance with a legal obligation to which we are subject, or in order to protect your vital interests or vital interests of other people.

Article 5(1)(e) of the GDPR sets out the storage limitation, one of the fundamental rules of the regime:

'personal data shall be kept in a form which permits identification of data subjects for longer than is necessary for the purpose for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) subject to implementation of the appropriate technical and organisational measures required by this Regulation in order to safeguard the rights and freedoms of the data subject...'

Can I see my records?

Yes, you can! You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:

- the supply of appropriate evidence of your identity

We may withhold personal information that you request to the extent permitted by law.

How will you keep my data safe?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to The Link CT employees and volunteers, our carefully selected partners. We will only share your information without your consent or if we need to keep you or someone else safe.

We share statistics and information with funders who have a business need to know such data.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Do I have other rights? Yes you do!

Your Right

Your principal rights under data protection law are:

- a.the right to access:
- b.the right to rectification:
- c.the right to erasure:
- d.the right to restrict processing:
- e.the right to object to processing:
- f. the right to data portability:
- g.the right to complain to a supervisory authority; and
- h.the right to withdraw consent

Where can I get further information?

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described, please tell us.

You can also get further information, including details of how to complain from The Information Commissioner:
www.ico.org.uk

The Link CT is committed to ensuring that the information we collect and use is appropriate, and does not constitute an invasion of privacy. We will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR).