

Pause St Helens – Privacy notice

This notice is designed to tell you – as a person taking part in Pause St Helens– about how we collect, use and disclose information about you. You may provide this information directly to your Pause Practitioner or we may have received it via a referral you have consented to e.g. Your GP, social worker or other professional agency.

Under the General Data Protection Regulation (GDPR) we are required to be fair and transparent with people when collecting and using their personal information. The information you provide helps us to support you/your child and make sure that we meet our legal duties and responsibilities.

Full details are below but the main points to note are:

- We will only ever ask for what we really need to know.
- We will collect and use your personal data transparently, honestly and fairly.
- We will always respect your choices around the data that you share with us.
- We will put appropriate security measures in place to protect the personal data that you share.
- We will never sell your data or use it for marketing purposes.

Your information: what we collect, use, keep and share

The type of information we might hold on you will include:

- Your full name
- Your contact details (telephone number, email address and address)
- Your ethnicity
- Your date of birth
- Brief anonymised details about the children that have been removed from your care. You may decide to share their full details if this is going to help with your support
- A profile of your current and past needs, including health needs
- Details about your progress through the Pause programme
- Information about your progress after you have completed the programme (if you choose to provide it as part of next steps)

We will use your information to:

- Provide a bespoke support service to you
- Measure the effectiveness of the Pause Programme in relation to changes in your life and goals you have achieved

If you sign-up to the Pause programme, we will talk to you about the information we need to gather and keep in order to deliver services to you and keep track of your progress.

We will keep the information that you provide to us for 10 years after your last interaction with us. The length of time we keep this information can be prolonged or shortened as may be required (for example, in the event that legal proceedings apply to the information or if there is an on-going investigation into the information).

We do not disclose any information you give us to any third parties other than as follows:

- when you decide to join the programme and consent to us gathering your information, we store your information on secure database called “Apricot” provided by The Gallery Partnerships
- we are under a duty to disclose or share your personal information in order to comply with any legal obligation (for example, if required to do so by a court order or for the purposes of prevention of fraud or other serious crime)
- Your personal details will be stored with St Helens Council’s secure IT systems in line with strict data management protocols and only the Pause St Helens team have direct access to this.

Legal basis for using your information

Personal information we hold about you will be collected/used either because:

- it is necessary in pursuit of a “legitimate interest” – this means we have a valid interest in using your information which is not overridden by your interests in privacy and security. In this case, the legitimate interest is that we need to hold and use information about you so that we can provide you with support
- if you choose to provide information about your progress once you have completed the Pause Programme, you explicitly consented to the use of your information for the specific purposes described in this notice or via a separate document in discussion with your Pause Practitioner

Additionally, where we collect/use special category data about you (e.g. ethnicity, health information), we do this because:

- it is necessary for the provision of confidential counselling, advice or support; and
- it is necessary for the safeguarding of adults or children at risk of serious harm

How do we protect the security of your information

We will take all reasonable steps to ensure that appropriate technical and organisational measures are carried out in order to safeguard your information and protect against unlawful access and accidental loss or damage.

We will ensure that our employees are aware of their privacy and information security obligations. We will take reasonable steps to ensure that the employees of third parties working on our behalf are aware of their privacy and information security obligations.

This notice and our procedures for handling personal information will be reviewed on a regular basis.

Your rights and contacting us

- If you would like to update your personal information or let us know the personal information we hold is incorrect, you can do so by contacting your Pause Practitioner or Practice Lead by using the contact details below.
- You have a right to know how we protect your personal information (as set out in this policy).
- You have a right to restrict our use of your personal information and the right to object to your personal information being processed, please contact us on the details below if you wish to do so.
- You have the right to ask us to stop using your personal information in certain ways (as set out in the notice).
- You have the right to ask us to delete your personal information. Unless we have reasonable grounds to refuse to delete your personal information, we will securely delete the personal information in question within one month. The personal information may continue to exist in certain backup, but we will take steps to ensure that it will not be accessible.
- You have the right to request access to the personal information that we hold about you. To make a request for your personal information, or be given access to the information that we hold on a service user contact St Helens Council Data Protection Officer dataprotection@sthelens.gov.uk
- We will endeavour to comply with such requests as soon as possible but in any event we will comply within one month of receipt (unless a longer period of time to respond is reasonable by virtue of the complexity or number of your requests).
- If a breach is likely to result in a risk to your information rights and freedoms, we will notify you as soon as possible and we may also report it to the ICO.
- If we are unable to resolve any issues you may have or you would like to make a further complaint, you can contact the ICO by visiting <http://www.ico.org.uk/> for further assistance.
- Please also feel free to contact us if you have any questions about our Privacy Notice or working practices – either speak to your Pause Practitioner or Practice Lead by contacting us using the details below:
 - by phone on 01744 67390
 - by email on pause@sthelens.gov.uk
 - by post at Pause St Helens, 6-8 Tickle Avenue, St Helens, WA9 1RZ

Transferring your information outside the UK

Pause’s operations are based in the UK and we store our data in the UK. We never transfer the information detailed in this Notice outside of the UK.

Notification of changes to this notice

We will post details of any changes to this notice on the website to help ensure you are always aware of the information we collect, how we use it, and in what circumstances if any, we share it with other parties.