

## **YOUR DATA, YOUR RIGHTS**

### **Information about how Barnardo's processes your data**

Barnardo's respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use your data. We will comply with any data protection legislation currently in force. This Privacy Notice, together with our Terms of Use, which is available on our website at [www.barnardos.org.uk](http://www.barnardos.org.uk), explains how we use any personal information that you provide or which is provided to us by third parties.

This leaflet explains what information Barnardo's keeps about you and/or your family if you receive one of our services, or if you provide care or supported lodgings, how this information is processed and your rights in relation to that information. As well as this leaflet, you will be given a **Service Information Leaflet** containing specific information about the data recorded about you and what happens to it.

### **The data Barnardo's records about you**

Barnardo's holds personal information about you which may include your name, date of birth, address, gender, ethnicity, sexual identity and whether you have a disability, so that we can make sure our services meet your needs. We will also record information about the service provided to you, including case reporting, plans and reviews.

Barnardo's uses CCTV in some of its services to keep children, young people and staff safe. If you access one of the services where this is the case, you will be told about it. We comply with the Information Commissioner's Office CCTV Code of Practice.

### **The reasons Barnardo's keeps a record of your data**

The reasons why we keep a record of your data include;

- to help us decide how best we can help you;
- to record how we have worked with you;
- to assess how successful we have been in helping you and to report this to the organisations that are funding the work we do; and
- to meet relevant requirements of the law or regulatory bodies.

Under the General Data Protection Regulation (GDPR), and the UK's Data Protection Act 2018, we must have a legal reason to keep your data and process it. When Barnardo's provides you with a service, we will process your data under legitimate interest or public interest. We do this because we cannot provide a service to you without using your personal information.

### **Who Barnardo's might share your data with.**

In order to provide you with a service, the following people may see your record;

- Barnardo's staff involved in providing you with the service and their managers,
- Inspectors from within Barnardo's and external regulators who might look at your record to check we are providing a quality service and meeting our legal requirements,
- Representatives of the commissioner (such as a local authority or health authority) where Barnardo's is delivering a service on behalf of another organisation. They would do this to assure themselves- and you - that our work is proceeding as it should.

We share your data within Barnardo's with people who need to see it in order to provide you with a service. We may also share it with the organisation that pays for your service or with external agencies that inspect our work. You will be given a Service Information Leaflet that will provide you more detail. We may be required to share your data with other agencies for legal reasons, a court order for example, or with other organisations if we believe that you are at risk of harm or may harm someone else.

There may be occasions when we will ask you for consent to use your data, for example; to help us inform the public about our work. If this is the case, we will explain to you exactly what your data will be used for. You can withdraw your consent at any time, and wherever possible, any of your data that has been used for publicity purposes will be deleted.

### **Who is legally responsible for your data?**

The Data Controller is responsible for your data. This may be Barnardo's or the local authority or agency that funds the service being delivered by Barnardo's. You can get more information about who the Data Controller is for your data from your service provider.

### **What happens to your data when Barnardo's has stopped working with you?**

Barnardo's will keep your data for a specified period of time once we have finished working with you. Depending on the nature of the service and our legal obligations this will be a minimum of 6 years but can extend to 100 years for certain types of work. You will be given a Service Information Leaflet which will tell you how long we keep your data and why.

Sometimes Barnardo's is required to transfer your data to the local authority who have commissioned us to provide your service, or to another organisation providing you with a service. The Service Information Leaflet will give you more details about what will happen to your data.

### **Your right to receive a copy of your data (Subject Access Request)**

You are entitled to request a copy of the information that Barnardo's holds about you. You should make your request in writing to the **Data Protection Officer**, contact details below, or the manager of the Barnardo's service you are working with. There is a form that you may use if you wish, your worker will provide you with a copy. It is also available on the Barnardo's website:

[www.barnardos.org.uk](http://www.barnardos.org.uk)

Sometimes the local authority, or other organisation that funds your service might be responsible for providing you with a copy of your data. If that is the case, the **Service Information Leaflet** will explain who you should contact to request a copy of your information.

We will endeavour to provide you with a copy of your data within a month. If for any reason this takes longer than one month, we will explain our reasons for the delay to you. If you have any concerns about the content of your record, you should contact the manager of the service you are working with or the **Data Protection Officer**, contact details below. We will correct any factual inaccuracies such as your date of birth or ethnicity. We will not usually change any record of actions and events, but your views about the content will be added to the record.

### **Contact us**

If you would like further information, have a query or would like to make a complaint about how we manage your data please contact;

**Martine King, Data Protection Officer, at**

**Barnardo's Head Office**

**Tanners Lane, Barkingside,**

**Ilford, Essex IG6 1QG**

**Telephone: 020 8550 8822**

[dpo@barnardos.org.uk](mailto:dpo@barnardos.org.uk)

If you wish to lodge a complaint or seek advice from a supervisory authority please contact:

**Information Commissioner**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**

**01625 545 745**

[ico.org.uk](https://ico.org.uk)

You can view Barnardo's Privacy Policy in full on the website:

[www.barnardos.org.uk](https://www.barnardos.org.uk)