

# Protecting your Personal information

**Your rights under  
the Data Protection  
Act 2018**

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## About Second Step

**Second Step is a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems.**

**Our support staff work closely with our clients across a number of different services. To find out more about who we are and what we do, take a look at our website [www.second-step.co.uk](http://www.second-step.co.uk)**

## **1. What information do we hold about you?**

In order to provide safe and effective services we hold some form of record of everyone we support. As a minimum this would be your name and basic personal information including some form of contact details. In most cases these records also include information provided to us by the referring agency and information about your care and support needs. For many services we also make a record of every time we meet you or have contact with you via telephone or email.

## **2. Why we hold this information**

The legal bases for holding the information will depend on the service you are receiving. For example, if you are a tenant, we will hold some information about you because we have a contract (tenancy) with you. If you receive support from us, we will hold information about you that allows us to carry out a public task such as support with mental health conditions or housing.

Some of the information we hold is used to check that individual support is being dealt with properly. We will also use some information to make sure that we are doing our job properly. When we make these checks we always try to use your information anonymously.

## **3. How do we use this information?**

We use the information we are given about a person's support and history to help us protect individual rights and to help us make sure people get the support they need.

We may use some information from individual records in our reports about the support we give. But when we do we always make sure your confidentiality is protected. Similarly when asked for statistical information, we would always protect your identity. If any report writing or research did involve you personally, we would always contact you to ask for your permission.

## 4. Do we give this information to anyone else?

We have a duty to treat the information we hold about you confidentially. Normally this means that we will not give it to anyone else without your permission.

To make sure that you get the support that meets your needs and respects your rights our staff might need to discuss your personal information with other partners involved in your support. In these cases there will be a clear data sharing agreement between the partner providers to ensure your personal information is kept secure and is only shared for the purpose of meeting your support needs.

Sometimes our staff might need to raise concerns about your support and bring these to the attention of authorised professionals outside Second Step. For example we may have to pass on information without your explicit consent where there is vital interest or public interest in disclosing the data including for any of the following purposes:

- for the detection and prevention of crime
- order to protect or save the life of the individual or another person

## 5. How do we protect your personal information?

To protect your rights, we have a number of policies, procedures and structures in place so as to ensure data protection and confidentiality without compromise. This includes a staff code of conduct and an Information Governance, Confidentiality and Data Protection policy

We take great care to make sure that personal information is not wrongly used or given out.

We have an appointed 'Caldicott Guardian' whose job is to check how personal information is used and shared and to make sure your right to confidentiality is respected. If you wish to find out more about how we do this contact **[Caldicott.Guardian@second-step.co.uk](mailto:Caldicott.Guardian@second-step.co.uk)**

## 6. What rights do you have over your personal information?

### **Under the Data Protection Act 2018 you have:**

- The right to be informed about the data we hold on you
- The right of access - to see the information we hold about you and to have any codes or jargon explained to you
- The right to rectification - to correct errors in information about you
- The right to erasure - to delete your record
- The right to restrict processing - so that an organisation can hold your data but not use it
- The right to data portability - the right to take your data from one organisation to another
- The right to object - to processing of your personal data in certain circumstances
- Rights in relation to automated decision making and profiling.

### **However, under certain circumstances the rights about may be restricted. These circumstances include:**

- Some restriction of the right to erasure if we are holding your data for legal reasons or to provide a support service
- giving you health and support information which would be likely to cause serious harm to you, or any other person's physical or mental health or condition
- giving you information which is likely to affect the way a crime is detected or prevented or catching or prosecuting offenders

Depending on the restriction we may not be able to give you details about why the rights are restricted. However, you always have the right to appeal to the Information Commissioner's office.

## 7. How can you get access to your personal information?

**To get access to your personal information you can:**

- **email** [dpo@second-step.co.uk](mailto:dpo@second-step.co.uk)
- **write to:**
  - Data Protection
  - Second Step
  - 9 Brunswick Square
  - Bristol BS2 8PE
- **Talk** to your support worker or another member of staff

Please provide your contact details and the services(s) you have been working with to enable us to locate and provide the data.

We will deal with your request for information as quickly as we can, and in any event within one calendar month of when we receive your request. If we are not able to do this we will tell you the reason and what we are doing about it.

## **8. What can you do if you're not satisfied with how we've dealt with your request?**

**If you are not satisfied with the way we have dealt with your request for access to your personal information you can appeal against our decision. Requests for appeal should be sent to:**

Chief Executive  
Second Step  
9 Brunswick Square  
Bristol BS2 8PE

**If you are unhappy with the result of your appeal then you can make a formal complaint to:**

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

If you would like more information about data protection and your personal information you can visit the UK Information Commissioner's website at:  
**[www.ico.gov.uk](http://www.ico.gov.uk)**

This information can be made available in alternative formats such as braille or large print. We can also provide it in alternative languages. Please email **admin@second-step.co.uk** or phone **0117 909 6630** to make your request.

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