

# Protecting your personal information

## Your rights under Data Protection legislation

### 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 fulfil our legal obligation to deliver health and social care safely.

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.

## 3. How do we use this information?

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

We may contact you about your care or support or your upcoming appointments by phone, text or email. You may change your preferences on how we contact you at any time.

We may occasionally use your contact details to ask for your views about the care or support you receive, details of new services that are available, to help us plan future services or information about research studies that may be of interest to you. You are able to opt out of these communications if you wish – just let us know using the communications preferences form (available from your support worker).

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. 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. We have a 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.

Any personal information is stored in a secure format that can only be accessed by staff that need to see it in order to perform their role.

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).

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

Under data protection legislation 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
- The right to data portability
- The right to object.
- Rights in **relation** to automated decision making and profiling

However, under certain circumstances these rights may be restricted, including:

- 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.

## **6. 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 service(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.

## **7. 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)

## **8. Do we share your information with anyone else?**

All staff at Second Step are required to keep confidential any personal information that is provided to them in the course of doing their work. This will include any service user or carer information.

Second Step will in some cases need to share the information you share with us with other organisations. The reason for doing this will be for your direct care or support. We will not share your information for any other reason without your explicit consent.

However there are instances where Second Step are obliged to share your personal information. We will share information if you or someone else are at risk of serious harm in line with safeguarding legislation; if there is a legal requirement to share the information for example with the police or the courts or if it is in the public interest. In these circumstances Second Step does not require your consent to share the information.

You have the right to request that we do not share your information with other organisations for your direct care or support, but if you do this you may not be able to receive the support required. This is something you must discuss with our staff to understand the implications of not sharing your information for direct care.

Other organisations Second Step may share your information with include:

- Social Services
- Other Support Charities
- Police/ Court officials
- Commissioners
- Ambulance Services

For health services:

- NHS Trusts
- Commissioning Support Groups
- Your General Practitioner
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For Housing services

- Local Authority Housing
- Landlords
- Third party out of hours support services

## **8.1 For those receiving NHS services**

### **Summary Care Record (SCR)**

SCR is an electronic record which holds important information about your health and wellbeing. This is created by your GP records and is able to be viewed by authorised staff. The personal information held on this record includes:

- Name, Address, Date of Birth
- Allergies
- Current Prescription
- Past medical history

You must give your consent for the staff member involved in your care to view your SCR. The exception to this is if you are unable to, for example if you are unconscious.

If you are registered with a GP you will automatically have a SCR unless you have previously opted out. If you wish to opt out of this process please contact your GP.

### **Connecting Care**

Your GP, hospitals, community health, mental health and social care teams could all hold important information about your care, but it has not always been easily available to other parts of your local NHS and care community.

Connecting Care means:

- Key parts of your records are immediately available to everyone who is directly involved in your care
- Members of your care team can access the information they need to look after you, even if they work for different organisations in Bristol, North Somerset and South Gloucestershire
- You only have to tell your story once
- Safer and faster treatment
- Reduced duplication of tests and results
- A much more joined-up approach to the care you receive

To opt out of or back into Connecting Care call the Customer Services Team on 0800 073 0907 or 0117 900 2655, or download the appropriate form Connecting Care Opt Out Form or Connecting Care Opt In Form from the Connecting Care website and email it to [bnssg.customerservice@nhs.net](mailto:bnssg.customerservice@nhs.net). You can also send it by post to Freepost, CONNECTING CARE SWCSU

### **NHS National Data Opt Out**

The NHS national data opt-out enables you to opt out from the use of your data for research or planning purposes. You can make or amend your choice on this by going to [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or calling for 0300 303 5678.

### **8.2 Consent to share with carers or relatives**

We will only share personal information with your carers or relatives if you have given us explicit consent to do so. You may change your preferences at any time.

### **8.3 Additional Consent**

There may be some circumstances where Second Step will ask you for additional consent for the use and potential sharing of your personal information, for example when the information is not required for your personal care. These occasions may include:

- Audio or Visual recording
- Photographs
- Any projects or research opportunities you undertake

Full details of what will be shared and for what purpose will be given in each instance when your consent is requested.

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](mailto:admin@second-step.co.uk) or phone 0117 909 6630 to make your request.

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