



Pioneering Care Partnership (PCP)

How we use your personal information

This leaflet explains how PCP collects, holds and uses information about you in accordance with the Data Protection Act. Telling you:

- how we collect information
- why we collect information
- how information will be used
- when and how information might shared
- your rights

PCP collects and holds information about you to enable us to provide high quality support/services. The information will be kept as a paper record, electronic record or both.

Information PCP collects about you:

PCP keeps records about you and the service/support you have received, this information may include:

- contact details about you, for example, address and next of kin
- equality and diversity data
- contact we have had e.g. appointments/meetings notes about the support received, including any advice and care
- information about how our support has affected you, e.g. evaluation data, comments cards, case studies, focus groups, etc.
- relevant information from people who support you and know you, for example, professionals, referrers and relatives

PCP uses your information to:

- decide what support/advice is appropriate and relevant to you
- to enable us to work with others providing you with support/advice
- to properly investigate your concerns if you raise a complaint

PCP has a duty:

- inform you about the reasons for collecting your personal data
- keep records about you confidential, secure and accurate
- ensure we process your information lawfully
- provide you with access to your information through subject access request
- obtain your consent to store your information with 3rd party organisations

Sharing your information:

PCP may share your information internally to:

- other PCP staff members supporting the service
- PCP volunteers supporting the service
- make a referral to another PCP service **with consent**
- PCP staff conducting audits of data i.e. Equality & Diversity data analysis/evaluations for reporting or bid writing purposes
- check the quality of support/advice PCP gave you with an external organisation

- help investigate any concerns or complaints you have raised

Where PCP shares information for statistical purposes, we take strict measures to ensure that you cannot be identified.

PCP may also share your information externally to:

- the organisation that funds the service **with consent**
- other organisations that store your personal information **with consent**
- other organisations or services that we refer you to for support **with consent**
- other providers involved in supporting you, for example GP's, NHS, or private sector/voluntary sector providers etc. **with consent**

This information will be **subject to information sharing protocols** about how it will be used and **all parties including PCP** must comply with **their legal duty to keep it confidential.**

You will be given additional information when personal information is being requested by other parties e.g. social services, education services, local authorities, legal proceedings or other voluntary sector providers and you will be **asked for your consent before it is shared.**

There may be times PCP needs to share your information **without your consent**, for example:

- where there is a risk of harm to you or other people
- where PCP believes that the reasons for sharing are so important that they override our obligation of confidentiality (for example, to support the investigation of serious crimes and support prosecution of offenders of prevent serious crime)
- where PCP has been instructed to do so by a Court
- where PCP is legally required to do so

PCP has also developed a privacy statement available on the website providing more information what personal information we collect and how we use it.

How long do PCP keep the information:

PCP is required to keep different types of information for different periods of time. PCP Retention Schedule will ensure compliance

PCP will require parental consent for children under 16.

All PCP staff and volunteers undergo confidentiality training to ensure they understand PCP's policies/procedures and legal requirements.

Your rights

Under the Data Protection Act, you have rights which you can exercise in relation to the information we hold about you, including:

- access your information
- amendments to your information
- withdraw consent
- deletion of your information

You can read more about these rights by visiting: www.ico.org.uk

Subject Access Request

If you wish to make a subject access request for any personal information PCP may hold, you need to put the request in writing addressing it to our Head of Business Excellence. If PCP does hold information about you, you can ask us to correct any mistakes by, once again, contacting the Head of Business Excellence.

If you do not wish personal data that we hold about you to be used or shared in the ways described in this leaflet, please discuss the matter with us. You have the right to object, but this **may** affect our ability to provide you with support.

If you would like any further information or to raise an issue about how we have handled your data please contact our Head of Business Excellence on:

Email: data@pcp.uk.net

Telephone: 01325 321234

Address: Pioneering Care Partnership, Carers Way
 Newton Aycliffe, DL5 4SF

If you are unhappy, you have the right to raise concerns about how we have handled your personal information with the Information Commissioners Office: <https://ico.org.uk/concerns/handling/>

When you call PCP we collect calling number identification (CNID) information. We use this information to help improve our efficiency and effectiveness and to monitor any malicious/threatening calls. In the event of a malicious/threatening call PCP will report these incidents to the police.