



## **Westway Open Arms**

### **Privacy Policy**

#### **Privacy statement**

Westway Open Arms collects and stores personal information on the clients who come to our service for information, advice, and support. When we ask you for personal information we will:

- Only ask for what we need.
- Treat the information as confidential.
- Store the information in a secure manner, including on a secure database and in locked, secure cupboards.

The client adviser you talk to will take necessary personal information about you and will input this onto our database. The information we keep about you is to help us offer you the best possible service. Keeping a record of our contact with you will reduce the times you have to re-tell your story and will help us to plan with you what support you need.

We will protect information and make sure only authorised people can access it.

We will always ask for consent from clients. When offering telephone help, we will ask for consent over the phone. When working face-to-face with clients, we will ask for written consent.

#### **What information do we record?**

Clients can tell us what information they want to share with us, but we usually record:

- Your name
- Date of birth
- Address
- Phone number.
- Contact with professionals.

Some sensitive information, such as: ethnic origin, health and disability may also be recorded when relevant to your case and for monitoring equal opportunities.

The information we hold is kept for a minimum of 7 years from the last date of contact, or for longer if specified, in accordance with GDPR regulations.

### **Your rights**

You have the right to be able to see the information we keep on you and to restrict how we process it.

[Click here for our Confidentiality and Data Protection Policy and Procedure](#)

You can make a complaint to the ICO (Information Commissioners Office) if you are not satisfied with the way we keep and process your personal data.

The person responsible for GDPR is our Data Protection Officer, Rev. Samantha Taylor.

### **Employee / Volunteer / Trustee Statement:**

I acknowledge that I have read and understood the principles and requirements of the Privacy Policy and that I accept and agree to abide by this during and after my association with Westway Open Arms.

Signed:

Print Name:

Date: