

Privacy notice

Information for people who use our services – version May 18



What is a 'privacy notice'?

A 'privacy notice' is a statement issued by an organisation which explains how personal and confidential information about service users, staff and visitors is collected, used and shared.

This may also be called a privacy statement, fair processing statement or privacy policy.

This privacy notice is issued by Autism Hampshire as a provider of support services, and covers the information we hold about the people who use our services.

A separate privacy notice is available for information we collect about staff as part of our responsibilities as an employer.

How do we collect your information?

Your information could be collected in a number of different ways. This might be from a referral or perhaps directly from you - in person, over the telephone or on a form you have completed.

There may also be times when information is collected from your relatives or next of kin – for example, if we have to make contact due to an emergency.

Who are we and what do we do?

We are a charity that has developed and delivers high quality services that meet the diverse need of people on the autism spectrum in Hampshire and the surrounding area. We provide autism focused Training, Domiciliary Care, Supported Living services, Mentoring and a Community Access Team that responds to an average of 12,000 requests for help each year.

autismhampshire.org.uk

Why have we issued this privacy notice for our service users?

By issuing this privacy notice, we demonstrate our commitment to openness and accountability.

We recognise the importance of protecting personal and confidential information in all that we do, and take care to meet our legal and other duties, including compliance with the following:

- Data Protection Act 1998
- Human Rights Act 1998
- Access to Health Records Act 1990
- Freedom of Information Act 2000
- Health and Social Care Act 2012, 2015
- Public Records Act 1958
- Copyright Design and Patents Act 1988
- Re-Use of Public Sector Information Regs 2004
- Computer Misuse Act 1990
- Common Law Duty of Confidentiality
- International information Security Standards
- Information Security Code of Practice
- Records Management Code of Practice
- Accessible Information Standards
- General Data Protection Regulations 2018

What information do we collect?

The information that we collect about you may include details such as:

- Name, address, telephone, email, date of birth and next of kin
- Any contact we have had with you through appointments, attendances and home visits
- Details and records of support and care provided, notes and reports about your health or learning needs.
- Other relevant information from people who support you and know you well, such as health professionals, relatives and carers.

We may also collect other information about you, such as your sexuality, race or ethnic origin, religious or other beliefs, and whether you have a disability or require any additional support with appointments (like an interpreter or advocate).

How do we use or share your information and why is this important?

We use your information to ensure that:

- The right decisions are made about the support we provide
- The service we provide is safe and effective; and
- We can work well with other organisations that may be involved in your support

This is important because having accurate and up-to-date information will assist us in providing you with the best possible support. It also ensures that all information is readily available if you see another team within Autism Hampshire.

Only organisations with a legitimate requirement will have access to your information and only under strict controls and rules.

We will not sell your information for any purpose, and will not provide third parties with your information for the purpose of marketing or sales.

Why do we collect your information?

We collect personal and confidential information about you to support with the delivery of appropriate support and care. In order to provide you with high quality care, we must keep records about you, your health and learning needs and the support that we provide, or plan to provide to you. It is important for us to have a complete picture as this information enables us to provide the right support to meet your individual needs.

How do we keep your information safe and maintain confidentiality?

Under the Data Protection Act 1998, strict principles govern our use of information and our duty to ensure it is kept safe and secure. Your information may be stored within electronic or paper records, or a combination of both. All our records are restricted so that only those individuals who have a need to know the information can get access. This might be through the use of technology or other environmental safeguards.

Everyone working for Autism Hampshire is subject to the Common Law Duty of Confidentiality. This means that any information that you provide to us in confidence will only be used in connection with the purpose for which it was provided, unless we have specific consent from you or there are other special circumstances covered by law.

Under the contracts of employment all of our staff are required to protect information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.

We have a senior person that is responsible for protecting the confidentiality of your information and enabling appropriate sharing.

If you have any questions, complaints or want to access the information we hold about you, please contact:

**E. humanresources@autismhampshire.org.uk
T. 01489 880881**