

Privacy Statement

Bridge of Hope, Ashton Community Trust operates in line with the General Data Protection Regulations 2018. In order to provide safe and appropriate services we need to collect and use personal data about our clients. We recognise the importance of lawful and correct treatment of such data to maintain your confidence in our services.

We need to hold and process information about you as it is required to administer our services. In legal terms, this means that we have a legitimate interest in processing the information. We will not collect any personal data from you that we do not need.

Information about you

We will collect personal information from you when you refer into one of our services. This will include information such as your name, date of birth, email address, residential address, telephone numbers, emergency contact, GP information, employment status, disability status and religious denomination. We may also hold medical information where appropriate.

Your personal information is used to process your requests, to provide you with our services, to provide you with information relating to our services and to ensure you are accessing the appropriate support.

How we store your information

Bridge of Hope use both electronic and paper methods of storing client data. Personal data is held on our Client Relationship Management System which is backed up to the cloud and is password protected and can only be accessed by authorised, fully trained members of staff. The computer systems are backed up daily, have a full audit trail facility and have up to date anti-virus and firewall protection. Any paper documentation is stored in locked cabinets.

Security

We will take all reasonable precautions to prevent the loss, misuse or alteration of any information you give us.

Communications in connection with your engagements with Bridge of Hope services will not be sent by e-mail or text unless you have requested this.

Who do we share it with?

Information will not be disclosed to third parties without your consent except circumstances where this may be required under contractual obligations or by law, e.g. when the public interest outweighs our duty of confidentiality or you disclose a risk to harm yourself or others.

How long do we keep personal data?

As a service provider we must keep all personal data safe and only hold it for as long as necessary. The minimum retention period is 8 years, although it may be longer dependent upon your circumstances or funder requirements.

Your rights

You have the right to see personal data that is held about you and a right to have a copy provided to you, or someone else on your behalf where you give your written authority to do so. Within the guidelines of the GDPR legislation we have 28 days to prepare this for you.

If at any point you believe that the personal data we hold about you is inaccurate or wrong you can ask to have it corrected.

You can require us to restrict/limit the processing of your personal data in certain circumstances, for example, whilst a complaint about its accuracy is being resolved.

How we will contact you

As a client of Bridge of Hope, Ashton Community Trust we need to be able to communicate with you so that we can provide the services you require. We may contact you to clarify referral information, offer you an appointment, confirm appointments or to let you know about other services you may be interested in. We may use the following methods to contact you,

- telephone
- letter
- email
- text.

Making a complaint or subject access request

If you have a complaint about the use of your personal data or you wish to make a subject access request please contact our current Data Protection Representative, Ms Ciara Rea via email on ciara@ashtoncentre.com.

Other information

When taking your referral our staff will always ask you for a phone number for an emergency contact. This person will only ever be contacted if an issue arises relating to your immediate well-being. Please note that it is your individual responsibility to inform your safety contact that you are giving their details to Bridge of Hope, Ashton Community Trust. We assume that by passing on their details you have the consent of your emergency contact to share this information with us.

If you would like us to correct or update any information, or if you would like information deleted from our records, then please email us at ciara@ashtoncentre.com.