

Lomond and Argyll Advocacy Service Privacy Policy

1st August 2022

Our contact details

Name: Lomond and Argyll Advocacy Service

Address: 155 Glasgow Road, Dumbarton G82 1RH

Phone Number: 01389 726543

Email: admin@laas.org.uk

The type of personal information we collect.

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Personal details relating to your health and personal circumstances
- Other information you choose to provide us that might assist us to help you have your voice heard and your rights upheld
- We will only record and collect the minimum level of data we (LAAS and the person) require in order to advocate with you or on your behalf.

How we get the personal information and why we have it

The personal information we process is provided to us directly by you or with your agreement for one of the following reasons:

- To Uphold your rights and have your voice heard

We may also receive personal information directly, from the following sources and with your express permission:

- Health and Social Work Professionals and others involved in the services you receive or wish to receive

We use the information that you have given us in order to assist you to have your voice heard and your rights upheld

We will never share this information without your permission excepting where serious risk (i.e. significant harm or death) or serious criminality is involved

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting your advocacy worker or head office (see contact details)

(b) We have a legal obligation for the protection of you or others from serious or significant harm or are otherwise legally obliged to do so.

How we use this data

Collecting this data allows us to provide an advocacy service and continually review our organisation, making improvements where necessary. Specifically, we may use data.

- For our own internal records
- For reporting to funders (anonymised data only)
- To improve our service
- To contact you in response to an enquiry
- To improve our website
- To send emails about our service and other things which may be relevant to you

How we store your personal information

Your information is securely stored either in secure cloud storage or securely stored paper records, which complies with the requisite security standards as set out the by Information Commissioners office.

We keep personal information for up to **7** years from the closure of your case. We will then dispose your information by deletion from our electronic system and the secure shredding of any paper records

Cookies and how we use them

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website. Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They enable us to see information like how many people visit our website and what pages they are visiting.

We may use cookies to:

- Analyse our web traffic to help us improve the website design, content and functions
- Test the content of our website
- Store information about your preferences
- Recognise when you return to our website

Cookies do not provide us with access to your computer or any personal information about you, other than anything you choose to share with us.

Controlling Cookies

You can use your own web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies, by indicating this in the settings section of your device. However, this may affect some website functions. Some pages and functions may become unavailable to you. Unless you refuse cookies, our website will issue cookies when you visit it. By using our website you consent to our use of cookies in accordance with this statement and our Internet & Cookie Policy.

Links from our website

Our website contains links to other websites. We have no control over the content of external sites. We also have no control over what other websites do with your information. If you provide information to a website to which we link, we are not responsible for its content or privacy. Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at admin@laas.org.uk or on 01389 726543 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can contact us at 155 Glasgow Road Dumbarton, G82 1RH or on 01389 726543 or by email on admin@laas.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
45 Melville Street, Edinburgh, EH3 7HL

Helpline number: 0303 123 1115

ICO website: <https://www.ico.org.uk>