



Privacy Notice – People we support

Purpose of this privacy notice

This privacy notice serves to meet the obligations of your right to be informed under the United Kingdom General Data Protection Regulation (UKGDPR) which requires that data controllers provide data subjects with privacy information.

Positive Futures is a data controller meaning the organisation determines the purposes and means of processing personal data held about you. A data subject is an identifiable and living individual to whom personal data relates.

Processing personal information involves obtaining, recording, holding or carrying out any operation or set of operations including:

- organisation, adaptation or alteration
- retrieval, consultation or use
- disclosure by transmission, dissemination or otherwise making available
- alignment, combination, blocking, erasure or destruction.

The categories of personal data obtained

Personal data is any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier e.g. name, identification number, location data or online identifier. Positive Futures processes the following¹ personal information about you²:

- Your name
- Your address
- Your date of birth
- Your national insurance number
- Person with parental responsibility / next of kin / carer / advocate names/s
- Person with parental responsibility / next of kin / carer / advocate address/es
- Person with parental responsibility / next of kin / carer / advocate contact number/s
- Person with parental responsibility / next of kin / carer / advocate relationship to you
- Friend name/s
- Friend address/es
- GP / Trust Named Worker / Healthcare professionals / Staff name / s
- GP / Trust Named Worker / Healthcare professionals / Staff contact detail / s
- Landlord name
- Landlord address

¹ This list is not exhaustive.

² Please also note that not everything from this list will apply to all people we support.



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- Landlord contact number.

Special category personal data (sensitive personal data) attract additional protection and includes race, ethnic origin, political opinions, religion, trade union membership, genetics, biometrics (where used for ID purposes), health, sex life and sexual orientation. Positive Futures processes the following³ special category information about you⁴:

- Your sexual orientation
- Your religion
- Your ethnicity
- Your race
- Your medical history including;
 - Details of any known disability, allergies or health conditions
 - Your current medication profile i.e. what medication you are currently taking
 - Details and records of treatment and care, including notes and reports about your health
- Your support needs
- Details of what is important to you
- Details of what your routine is and how we can support you to carry out your routine
- Your likes and dislikes
- Your social history
- Your relationships with other people in your life
- Contact information relating to people involved with your support
- Your personal finance information (if you require support around this)
 - Information relating to your benefit entitlements
 - Copies of bank statements
 - Records of your personal expenditure
 - Rent statements and any correspondence with your landlord
 - Office of Care and Protection (OCP) and any correspondence with OCP, where applicable
 - Appointee / financial controller's contact details (name, relationship to person supported, address, contact number and email address), where applicable.

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The source of the personal data, details of whether individuals are under a statutory or contractual obligation to provide the personal data and the retention periods for the personal data

We obtain your data when we receive your referral form⁵. The referral form may have been completed by your Trust Named Worker, the person who has parental responsibility for you, your next of kin, your carer or your advocate. If you are supported by us, we then obtain further data as we learn more about you, for example, when supporting you and from input from others such as your support workers, your Trust Named Worker, the person who has parental responsibility for you, your next of kin, your carer or your advocate.

We hold records that contain your data for no longer than is necessary, as per the retention periods specified in our Records Retention and Disposal Schedule (RRDS).

Purposes of processing

We process your data in order to inform the support that we provide to you. It is important that we have a complete picture so that we are able to deliver appropriate support and care plans to meet your needs.

We process data about the person who has parental responsibility for you / your next of kin / carer / advocate so that we are able to make contact with them on your behalf or if there is an emergency.

Your data is held securely in files in your house / carer's house / the Short Break Service / our offices, on our computer systems and in our archiving facility.

Lawful basis for processing and the legitimate interests for the processing

Positive Futures process your data for the purposes of legal compliance, in order to fulfil our contractual obligations to you as outlined in your support agreement and because we have a legitimate interest in processing this information in order to support you to achieve your goals and do so safely and effectively.

The rights available to individuals in respect of the processing

Depending on the purpose and legal basis for processing your data you will have different rights. Under the UKGDPR, some of your rights are 'qualified' meaning there may be circumstances where some of your rights do not apply.

⁵ You are not under any statutory or contractual obligations to provide us with your data.



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- You, or where applicable the person who parental responsibility for you, your next of kin, carer or advocate, may have the right to access to your data. You can do so by submitting a Subject Access Request Form (available on our website) or by speaking to the Service Manager
- You may have the right to have your data erased
- You may have the right to have the processing of your data restricted
- You may have the right to have your data rectified if it is incorrect or completed if it is incomplete
- You may have the right to data portability meaning you may obtain and reuse the data we hold about you for your own purposes across different services
- You may have the right to object to your data being processed.

The right to withdraw consent

We rely on your consent to be able to share your data with the Regulation and Quality Improvement Authority (RQIA) for their audit purposes. Arrangements under Article 43 (1) under Article 40 or 41 of Health & Personal Social Services (Quality, Improvement and Regulation NI) Order 2003 state that your personal records can be shared in the following circumstances:

- the information is disclosed in a form which the identity of the individual cannot be ascertained
- the individual consents to the information being disclosed
- the individual cannot be traced despite taking all reasonable steps

Please note that in order for us to comply with the law, there are certain circumstances where we will have to share your personal data with RQIA without your consent. Article 43 (2) of Health & Personal Social Services (Quality, Improvement and Regulation NI) Order 2003 RQIA states that your personal records can be shared:

- It is not practicable to disclose the information to RQIA in a form which does not identify you;
- RQIA considers it is necessary due to a serious risk to health and safety
- RQIA considers that it is necessary to do so having regard to risk and urgency of the exercise of their regulatory functions.

We also rely on your consent to be able to process photographic images of you for the purposes of PR & marketing. If you do not sign a Media Consent Form, we will not process images of you for the purposes of PR & marketing.



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You have the right to withdraw your consent at any time and you can do so by speaking to the Service Manager.

The recipients or categories of recipients of the personal data

Your data is shared with the Service Manager and support staff so that they can support you safely and effectively. Your data may be shared internally on a need to know basis with other support departments, if required. Your data may also be shared externally with the Trust, for example, in order to inform and improve your support.

Positive Futures use data processors who are responsible for processing your data on our behalf such as our archiving facility and support planning software provider.

The details of transfers of the personal data to any third countries or international organisations

We do not transfer any of your data to any third countries or international organisations.

The details of the existence of automated decision-making, including profiling

We do not process your data for the purposes of automated decision-making, including profiling.

The name and contact details of our organisation / representative / data protection officer

For further information on what is detailed in this privacy notice, please contact the Service Manager or the Information Manager at:

- Head Office, 2b Park Drive, Bangor, BT20 4JZ
- 028 9147 5720
- dataprotection@positive-futures.net
- <https://www.positive-futures.net/contact-us>

The right to lodge a complaint with a supervisory authority

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are concerned about Positive Futures' information rights practices. Visit <https://ico.org.uk/concerns/> for further information or call their helpline on 0303 123 1113.



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