

PRIVACY NOTICE: INFORMATION FOR SERVICE - USERS



Who we are

NECA is a registered charity whose key focus is to improve the lives of individuals and communities throughout the region. For over 40 years NECA have supported and enabled thousands of individuals to sustain long term recovery from substances and gambling misuse.

Data processing

NECA process personal data on the lawful basis of processing being necessary for carrying out public tasks (including those of public functions and public interests), for contract purposes and clear consent having been received by the individual to process their personal data for a specific purpose.

NECA also process special category data (for example race/health information) also on the same lawful basis as above. In addition for special category data, such processing is on the condition that the individual has given explicit consent to the processing of such personal data for one or more specified purposes.

We will use personal information collected for the purpose of updating and enhancing our records which we hope in turn will ensure we provide you with a quality and effective service that is very specific to each individual's needs and requirements.

Your rights:

Under GDPR this includes:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

Some rights will not apply – this will be determined by the lawful basis for processing. Also some rights are not an absolute – there may for example be specific conditions that must be met for such rights to apply. Please speak with your key worker for further details.

Data recording

NECA is a Data Controller (a controller determines the purpose and means of processing personal data) and a Data Processor (a processor is responsible for processing personal data on behalf of a controller). NECA may at times also be a Joint Controller – (where two or more controllers jointly determine the purposes and means of processing). NECA is responsible for keeping your information secure and confidential.

NECA will record information about your treatment needs, for example your contact, assessment and care plan details, in paper and electronic format. Such information will be recorded in secure systems and in accordance with the General Data Protection Regulation (GDPR) which is the EU General Data Protection Regulation.

Retention of data

NECA will keep your data only for as long as is necessary. After such period your data will be securely disposed of.

Consent and data sharing

Generally, NECA will only share information with any third party on the basis that you provide consent to do this (see NECA's Client Consent Form for further details). An example may be sharing information with your GP to ensure you receive a safe and quality service.

There are certain situations where information might be shared without consent to a third party. This may include:

- Where the law requires such information to be passed on
- In order to prevent abuse or serious harm to self and/or others
- To protect the public from acts of terrorism
- Any concerns relating to safeguarding (children and adults)

NECA make every effort to ensure data we store remains accurate. Your consent will be reviewed ongoing with your worker (including any possible changes/withdrawals to consent you may wish to make).

Anyone who receives information from NECA is under a legal duty to only use the information for the purposes you have agreed to and to keep the information strictly confidential.

Data is also processed in order to produce statistics and review service performance, this is on an anonymised basis. Information may be used within the service for clinical audit purposes to monitor the quality of service provided and support NECA in improving the service further. NECA take strict measures to ensure individual clients cannot be identified.

Data security

NECA have comprehensive IT data security and back up arrangements in place. Staff are trained in ensuring data is used correctly and not divulged to third parties. NECA have robust data protection breach reporting and investigation systems in place.

Access to data

Individuals wishing to request access to their personal data may contact NECA's Data Protection Officer, email: gdpr@neca.co.uk or telephone 0191 4146446. Your request must be in writing and by completing a Subject Access Request Form, a copy of which is available on the NECA website. All proportionate requests will generally be fulfilled free of charge (unless manifestly unfounded or excessive) and without delay.

How to obtain more information

NECA is registered with the Information Commissioner's Office for which a description of the purposes for which NECA process personal and sensitive information is recorded. This information is publicly available at: www.ico.gov.uk.

NECA will endeavour to promptly deal with any complaint you may have regards how your data is handled, however you have a right to complain to the ICO. For an electronic copy of this Privacy Notice please visit NECA's website via the link:

<http://neca.co.uk/privacy-policy/>

For further information regarding data protection at NECA please contact NECA's Data Protection Officer via the contact details provided above.