

SNAP Cymru Client Privacy Policy

Client Privacy Policy

This privacy policy explains how we use any personal information we collect about you when you use the SNAP Cymru service. You have the right to expect that any personal information you provide will be treated as confidential. When we handle your personal information we comply with the law.

Our commitment

When we ask you for your personal information we will:

- Explain why we need it
- Only ask for what we need
- Treat it confidentially

When we record your information we will:

- Only share what is necessary and relevant with consent
- Protect it and make sure nobody has access to it who shouldn't

All our staff who handle personal information are given training

What information do we collect about you?

To help with your enquiry we need to record details of your case. These details may include personal and sensitive data.

- We collect information about you when you contact us for advice and support.
- We also collect information when you or are referred into our service by any professional who has already received your consent to share your data and make the referral. We will confirm your consent when we offer you a casework service.

Giving consent

To comply with the Law we must ask for your consent to record, use, or store your personal and sensitive data.

- If you give consent you are saying that we can record and use your personal data to help you with your issue(s).
- We will make reasonable efforts to verify that the person giving consent does, in fact, hold Parental Responsibility for the child.
- We will keep a record of how and when you gave consent.
- You can withdraw your consent at any time and the data will be removed.

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How will we use the information about you?

- We collect information about you and your child to process your case, and, if you agree; to correspond with you; to provide information, advice and casework support and to provide information about services we think may be helpful to you.
- We will use your anonymised information (no personal details) for reporting and evaluation and to help us understand how different problems are affecting people and to take action to tackle these problems.
- We may seek your views or comments on the services we provide or notify you of changes to our services.
- We may send you communications which you have requested. These may include information leaflets and guides.

Using your data for our Specialist Quality Mark (SQM) audit

We are holders of the Specialist Quality Mark (SQM) which is a quality assurance standard required by the Legal Aid Agency and designed for organisations who supply specialist casework support and complex legal help, including representation at tribunal. We are audited for quality and compliance every three years and need your permission for your data to be viewed as part of this process. External Assessors must maintain confidentiality in relation to your file and it is important to note that they are assessing us as an organisation and not you as an Individual

- We will ask you if you are happy for your information to be used for audit purposes - to review your case file to ensure that the advice you received was correct and complete.
- If you do not agree, your data will not be shared during the audit.

How long do we keep your information?

- Your information is stored securely for 7 years.
- Our data storage is accredited to ISO27001 standard and with EU Safe Harbour certification. The casework management system is accredited to ISO27001:2013 Information Security Management Standard and is registered with the Information Commissioner's Office (Registration Number ZA029219)
- Your information is removed and securely disposed of after 7 years.

We review our retention periods for personal information on a regular basis and meet standard recommendations and best practice.

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Sharing information with third parties

The use and sharing of personal information forms an essential part of an advice and casework service, we will ask for your consent to share your data when required to further your case.

- We will not share your personal and sensitive information for any purpose with organisations outside the SNAP Cymru without your explicit consent.
- If you agree, we shall pass on your personal information through signposting or referral to other organisations so that they may offer you their services.
- Your consent to share data is specific to the organisation that data is being shared with. It is not a general 'consent to share with third parties'. We will ask you and record the consent details on your file. A consent history section has been developed as part of our casework management system.
- The only exception to this would be if a safeguarding referral needed to be made or we are required by law to do so.

Can I have access to my information and make correction?

- You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact us, email or write to us at the following address enquiries@snapcymru.com
- In the near future our database will provide a Print Client Record function to ensure all data is included and easily available upon request.
- We will meet your request as quickly as possible and generally always within one month of the request.
- We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

The 'right to be forgotten'

If you've changed your mind, you can ask to have your information removed or withdrawn.

The law says withdrawal of consent should be as simple as giving it. If you withdraw your consent, or object to the way it is being processed we will remove your information from our system. Contact us at enquiries@snapcymru.com or call 02920 348990

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Website cookies

Cookies are text files placed on our computer to collect standard internet log information and visitor behaviour information. We would only use this to track visitor use of our website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

Handling children's referrals

Children have the same rights as adults over their personal data. These include the rights to access their personal data; request rectification; object to processing and have their personal data erased. Compliance with the data protection principles and in particular fairness is central our processing of children's personal data.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email to enquiries@snapcymru.com or our Chief Executive Officer Caroline Rawson, who is our Data Protection Manager caroline.rawson@snapcymru.org

You have a right to complain to the Information Commissioner's Office – Wales (ICO) if you think there is a problem with the way we are handling your data Telephone: 02920 678400, Email: wales@ico.org.uk

When we refer to a child we mean anyone under the age of 18. This is in accordance with the UN Convention on the Rights of the Child which defines a child as everyone under 18 unless, "under the law applicable to the child, majority is attained earlier" (Office of the High Commissioner for Human Rights, 1989).

When we refer to someone with parental responsibility for a child we mean someone who, according to the law in the child's country of residence, has the legal rights and responsibilities for a child that are normally afforded to parents. This will not always be a child's 'natural parents' and parental responsibility can be held by more than one natural or legal person.