

**Al-Hurraya Privacy Notice**

This Privacy Notice is intended to inform you about the way we may process your personal data in accordance with our policy and UK Data Protection Law. We take data protection very seriously. If you have any concerns or wish to discuss the way, we may process your data please get in touch with us. You may also complain about our handling of your data to the Regulator of Information Rights in the UK, The Information Commissioner’s Office (ICO)

In accordance with UK Data Protection Law, we must have an appropriate lawful basis with which to process your personal data. Such bases may vary according to the purpose we have established. The basis under which Al-Hurraya will use your personal data may include but is not limited to your Consent or Explicit Consent. In some instances, we may process your data using other conditions which may include where there is an exemption to the law or where we have a legal obligation.

We may use the information provided by you for the following purposes:

* Marketing (such as up-coming events, Community events and campaigns)
* Counselling, Mentoring, Support and Group Work.
* Our newsletter and updates on Al-Hurraya.

When Al-Hurraya collects and store your personal data, we may collect the following categories of information about you:

* Name.
* Address.
* D.O.B
* Phone Number.
* Email address.
* Nationality.
* Ethnicity.
* Religion.
* Gender.
* LGBTQ+ .
* Next of Kin information.
* Barriers to accessing Al-Hurraya.
* Health Information including GP details.
* Physical Health needs including allergies, pregnancy and recent births.
* Mental Health needs including Suicidal Ideation and Self-Harming.
* Disability and long-term illness.
* School / Education details.
* Substance Misuse including Drugs, Alcohol, injecting status and overdose.
* Blood Borne Viruses.
* Personal and Social circumstances.
* Third Party information including Children, Carers, Family, Friends and Relationships.
* Housing needs including Homelessness, Rough Sleeping and “Sofa Surfing”
* Debt and Finances.
* Benefits.
* Criminal Activity including Knife Crime, Gang involvement, Drug Selling and Criminogenic behaviours.
* Domestic Violence & Abuse either as a Victim / Survivor or Perpetrator.

You are not obliged, either by statute or by contract, to provide the information that is requested. However, if you do not provide the information, we may not be able to support you.

We take all reasonable requirements to store your data in a safe and secure manner to prevent unauthorised access. Your data may be stored both electronically and in paper form.

Electronically, your data is stored on local Computers and Laptops that are password protected and only used by authorised members of Staff. Al-Hurraya also uses a “Cloud based” Database which is used by authorised staff via password verification to record:

* Demographic information (as listed above)
* Referrals
* Consent.
* Contact Preferences.
* Assessments.
* Risk Assessments.
* Child and Families information
* Treatments Outcome Profiles (TOPS Forms)
* Care Plans.
* Drug and Alcohol Diaries.
* Mandatory Safeguarding forms including information and onwards referrals which are required by the Local Authority and Law Enforcement Agencies.
* Progress Notes / Running Records.

All paper documents are stored in a locked metal filing cabinet, that is only accessed by those members of staff that have a need to access your Data.

The information that you have provided will be kept for up to 10 years from the end of our support, at which point it will permanently deleted.

Your details will be scheduled for deletion from our files (both electronic and paper documents);

1. If you have not engaged with us for two years – *Please note that some funders, require us to keep information for up to 10 years.*
2. If you withdraw your consent.

You can withdraw your consent anytime, in any of the following ways:

1. In person – informing your Worker / Counsellor / Mentor that you no longer give consent.
2. By email – info@al-hurraya.org

Under the UK General Data Protection Regulation (GDPR) Guidelines, we are a Data Controller and are registered with the ICO. Our registration Number is: ZA433299.

Should you have any queries or questions these can be directed to Asad Fazil, CEO/ Founder at asad.fazil@al-hurraya.org

Al-Hurraya works closely with a number of Partner who may be of Funders, Services and Providers with whom we may share your personal data. We may for example share your Data and Information including updates on appointments, sessions and group work with the following Partners:

* Counselling Services.
* Charities.
* Drug Monitoring Groups.
* Education and Alternative Provisions including School Nurse Provision.
* Emerging Communities services.
* Funders and Commissioners.
* Gang related services.
* Gender Specific services.
* Gyms and Fitness providers.
* Health Services including GP’s, Midwifery, Health Visitors and Hospitals.
* Health and Wellbeing Services.
* Housing Providers.
* Law Enforcement Agencies including Probation and Youth Justice / Youth Offending Teams.
* Life Coaching.
* Mental Health Services.
* Police and Crime Commissioners.
* Prevent and Chanel Panels.
* Psychological Therapy Services.
* Public Health England.
* Refugee Services.
* Sexual Health Services.
* Sexual Abuse Referral Centre (SARC).
* Sex working Services.
* Social Care including Target Family Support Teams.
* Substance Misuse Services.
* Government Departments including The Home Office

Such sharing requires us to have an appropriate lawful basis.

Records / Notes are kept by Staff. Keeping accurate and contemporaneous notes is vital in providing support to you and your family.

Good record keeping supports a range of decisions that have been made and Progress Notes / Running records are an essential part of this. This is vital to provide effective and safe support to Clients.

To ensure that we are providing appropriate services that meet the needs of Clients, Commissioners and Funders we routinely carry out internal “Notes Audits”. These are conducted by a senior member of staff. The purpose of these audits are;

* Accountability.
* Data required for Running Records are done so in line with Staff Policies and Procedures.
* Ensuring notes are recorded in a timely manner.
* Helps in addressing any complaints that may arise.
* Identify any risks or problems that have arisen and how these were dealt with.
* Identify any areas of learning that Staff may need and Continuing Professional Development.
* Makes continuity of support clear.
* Notes contain all relevant and necessary Al-Hurraya paperwork as outlined in staff Training and inductions.
* Observe any errors, which will help Al-Hurraya avoid these in the future.
* Promotes communication and information sharing.
* Professional expectation and demonstration of professional accountability.

As part of the funding that Al-Hurraya receives from Commissioners and Providers, we must provide anonymised statistical data. This data will never reveal your identity, but it will include information such as:

* Age.
* Gender.
* Postcode / area in which you live.
* Number of Counselling and Mentoring sessions delivered, cancelled and did not attend (DNA)
* Number of Groups delivered, including number of attendees, delivered, cancelled and did not attend (DNA)
* Drug and Alcohol trends and usage.
* Knife Crime.
* Gangs.
* Criminogenic behaviours.
* Sex working.
* Onwards referrals.
* Safeguarding incidents.
* Domestic Violence & Abuse.
* Anonymised case study including a brief overview of issues, interventions used and outcomes.

The UK GDPR Guidelines provides for the following rights as prescribed by the legislation:

* A right to request access to your information
* A right to request rectification of inaccurate personal data
* A right to request erasure of your data known as ‘the right to be forgotten’
* A right to in certain circumstances to request restriction of processing
* A right in certain circumstances to request portability of your data to another provider
* A right to object to processing of data in certain circumstances
* A right regarding automated decision-making including profiling.

Please note that if you are unhappy with a decision regarding the handling of your data you have the right to complain to the Information Commissioners Office.

**The Information Commissions Office (ICO) address is:**

**Wycliffe House Water Lane Wilmslow, Cheshire SK95AF**

You can also see the Information Commissioners website at:

<https://ico.org.uk/for-the-public/>